

Customer Support Letter – Agent Michael Chen

Case Number: 4839201

Date: April 24, 2025

Dear valued customer,

I hope this message finds you well. My name is Michael Chen, and I'm here to assist you with your recent inquiry about an issue with your account login.

*Your Inquiry You mentioned that you've been unable to log into your account since yesterday, receiving an "Invalid Credentials" error. I understand how frustrating this must be, and I'm here to help resolve it promptly.

*Resolution Steps I've checked our system and noticed that your account was temporarily locked due to multiple unsuccessful login attempts. This is a standard security measure to protect your data. I've unlocked your account and reset your password. You should receive a temporary password via email shortly. Please use it to log in and set a new password of your choice.

For your convenience, here's how to reset your password:

1. Open the email titled "Password Reset Request."
2. Click the provided link and enter the temporary password.
3. Follow the prompts to create a new, secure password.

If you don't see the email within 10 minutes, please check your spam/junk folder or contact me at michael.chen@support.xai.

*Preventing Future Issues To avoid similar issues, ensure your login credentials are stored securely and consider enabling two-factor authentication (2FA) in your account settings. You can find a guide on setting up 2FA at <https://x.ai/security>.

Thank you for choosing our service. I'm here to assist if you need further help!

Best regards,
Michael Chen
Senior Support Representative