



Nice chatting with you.

Case ID: [102003825828](#)

Here's the transcript of your chat with Apple Support:

5/22/2023, 11:55:02 PM

Duration 20 minutes 53 seconds

James

Thanks for contacting Apple Support. My name is James. Please give me a moment to look over your information.

li zhenyu

I just exchanged the gift card to buy the plus service of chat g p t, but it was told that I could not pay

James

Good day! I hope you're doing well!

James

I'm sorry to hear that. No worries! I'll do my best to help you out!

James

Just to be sure that we are checking the same account. Is the email address provided on your pre-chat survey also the Apple ID that we are going to look into?

James

We haven't heard from you in a while. To keep your chat session active, please respond to your Apple Advisor and let us know you are still there.

li zhenyu

Yes, It is

James

Thank you!

James

Could you tell me what Apple Device are you using?

li zhenyu

iPhone 11

James

Noted! Thanks!

James

Let me just check my resources about this.

James

One moment please..

li zhenyu

IOS Version is 16.4.1

James

Thank you for waiting!

James

I have made some adjustments here on my end. Please try purchasing the subscription again.

li zhenyu

Alright, I'll give it another shot now and see how it goes.

James

Sure sure! Please take your time

li zhenyu

I've successfully topped up. But why did this issue happen though?

James

I'm afraid it doesn't specify the exact reason. Our system uses technologies to protect customer accounts and is making changes to the account, this is to ensure that only our customers can use their own Apple ID.

James

No worries though, you can now use your Apple ID as normal again.

li zhenyu

So it's a technical problem but I don't know the specific reason, right?

James

Yup! That's correct

James

We haven't heard from you in a while. To keep your chat session active, please respond to your Apple Advisor and let us know you are still there.

Sincerely,
Apple Support

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If you have questions, please visit support.apple.com/contact.