

Dear Shopee Customer Support,

I hope this letter finds you well. I am writing to acknowledge and affirm my commitment to adhere to Shopee's policies and guidelines. I deeply regret any violations that may have occurred in the past and assure you that I will make every effort to ensure full compliance with Shopee's regulations from this point forward.

I acknowledge that I have recently been informed about the violations associated with multiple checkouts using the same voucher and multiple accounts on a single device or network. I want to express my sincere apologies for any inconvenience caused and assure you that I take these matters seriously.

I fully understand and appreciate the importance of maintaining the integrity of Shopee's platform and the trust placed in me as a valued customer. I am committed to upholding the highest standards of ethical conduct and adhering to all the terms, conditions, and policies set forth by Shopee.

To ensure that there are no further violations, I have taken the following measures:

1. Familiarizing myself with Shopee's policies: I have thoroughly read and understood Shopee's policies and guidelines. I am aware of the prohibited activities and the consequences of non-compliance.
2. Maintaining individual accounts: I will ensure that each family member who uses Shopee maintains their own separate and distinct account. I will take necessary precautions to prevent any confusion or violation of Shopee's policies regarding multiple accounts.
3. Sharing knowledge: I will educate my family members about Shopee's policies and the importance of compliance. I will emphasize the significance of adhering to these guidelines to maintain a trustworthy and secure shopping environment.
4. Continuous self-monitoring: I will regularly review my activities on the Shopee platform to ensure compliance. I will be vigilant in identifying and rectifying any unintentional violations promptly.

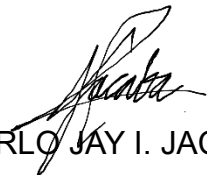
I sincerely apologize for any inconvenience caused due to my previous violations and assure you that they were never intentional. I value my relationship with Shopee and recognize the privilege of being a customer on this platform. I

understand the importance of maintaining a positive and compliant shopping experience for all users.

Please accept my sincerest apologies for any inconvenience caused and my commitment to strict adherence to Shopee's policies. I appreciate your understanding and support in this matter.

Thank you for your attention to this letter, and I look forward to continuing my positive association with Shopee.

Yours sincerely,



CARLO JAY I. JACABA