

Dear Shopee Customer Support,

I hope this letter finds you well. I am writing to provide an explanation regarding the recent discovery of multiple checkouts using the same voucher and multiple accounts on a single device or network. I deeply apologize for any inconvenience or violation of Shopee Policies that may have occurred due to my actions.

First and foremost, I want to acknowledge my negligence in not thoroughly reading and familiarizing myself with Shopee's policies prior to using the voucher. I was unaware that having multiple checkouts using the same voucher is against Shopee Policies, and I sincerely apologize for this oversight. It was my responsibility to be aware of the terms and conditions associated with the voucher, and I take full responsibility for my actions.

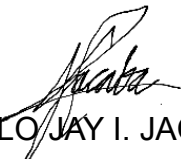
Regarding the detection of multiple accounts on a single device or network, I believe the reason behind this occurrence could be attributed to the fact that my family members also utilize Shopee, and we share the same network connection. While we all maintain separate Shopee accounts, the usage of a common network may have inadvertently triggered the detection of multiple accounts associated with the same device or network. Once again, I accept full responsibility for not being more cautious in ensuring that our individual accounts remain distinct and compliant with Shopee's guidelines.

I genuinely apologize for any inconvenience this may have caused, as it was never my intention to violate any of Shopee's policies or engage in any prohibited activities. I deeply regret my negligence and assure you that I have taken immediate steps to rectify the situation. I have familiarized myself with Shopee's policies in detail to ensure that such an oversight does not occur in the future.

I kindly request your understanding and leniency in this matter. I genuinely value my relationship with Shopee as a customer and I assure you that I will strictly adhere to all the policies and guidelines set forth by the platform moving forward. If there are any specific actions or remedies, I need to undertake to resolve this issue, please do not hesitate to inform me, and I will promptly comply.

Once again, I sincerely apologize for my negligence and any inconvenience caused. I appreciate your time and attention to this matter. Thank you for your understanding and consideration.

Yours sincerely,



CARLO JAY I. JACABA