



Alex Gerwer <asg.akn@gmail.com>

[2-520000036147] Your Google Support Inquiry: Case ID

googleone-support@google.com <googleone-support@google.com>
To: asg.akn@gmail.com

Fri, Jan 19, 2024 at 10:13 AM



Hi Alex,

Thank you for contacting Google One Support! I hope this email finds you well.

This is Mel from Google One and we thank you for your time reaching out to us about your concern, however I noticed that the issue description is not clear and there is no sufficient information indicated so we are unable to determine your concern, rest assured that we will do our best to provide you with the steps and guides for this. Don't worry, I'll be happy to help you to the best of my abilities. Let's partner up and work on this together.

I guarantee you that I will not leave you until we sort this out. We will look for possible options to resolve your concern. To further assist you, allow me to ask you some questions in order to make things clear:

- Can you tell me more about your specific concern?
- May I know what account we are working on?
- Are you getting a specific error message related to this issue?
- Are you using a web browser or a mobile app?
- Would it be possible to send a screenshot of the issue?

Any additional information (such as screenshots) would help us to assist you better. Please answer these questions and email me back at your most convenient time. I will await your response. I look forward to resolving this for you!

Thanks,
Mel
The Google One team

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