

Chat history is stored. Please do not send any sensitive information. [Learn more](#)

Workspace Support 10:00

Please be aware that Google Workspace is currently experiencing some known issues that may affect some products.

For more details and to subscribe to updates, please [click here](#).

Hi, I'm your AI support agent for Google Workspace. Let's solve your issue. You can also ask me to transfer you to a human support agent at any time. I'll transfer you to the human agent, we'll share a copy of our conversation with them so they can better assist you.

To start with, please select the product you need help with below.

You 10:00

Product
Google Workspace

Workspace Support 10:00

Your email **might be going to spam**. Setting up SPF helps your messages reach recipients and protects your domain.

[Get the SPF how-to](#)

Now please describe what you need help with in detail, and fill do my best to help you resolve the issue.

You 10:00

AGENT

Workspace Support 10:00

I understand you like to speak with an agent. I can offer help resolve issues quickly. To best assist you, please provide details about your Workspace problem, including:

- What specific issue are you experiencing?
- Any error messages are you seeing?
- What steps have you already taken to resolve the issue?

If I am unable to resolve your issue, I'll connect you with a live agent.

You 10:00

AGENT

Workspace Support 10:00

To continue with a human support representative, please select from the option(s) below:

Chat recommended

More

You 10:00

Start a live chat with the following details.
Issue description:
CONFIRMATION AND TRANSCRIPT FROM DOCTOR - GOOGLE BLOCKING VITAL CARE AND SUPPORT NEEDS CRITICAL UNLOCKING OF ACCOUNT AS PER-RE-FORE WARNED

Workspace Support 10:00

Great. Fill connect you over live chat to an agent to discuss your needs.

Google Workspace Support, Maras has entered the chat

Please allow a few minutes for Google Workspace Support, Maras to review a summary of your conversation.

Google Workspace Support, Maras 10:00

Thank you for contacting Google Workspace Support. My name is Maras, and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

Before we get started, could you please help me with your domain name?

You 10:00

I have GP- GENERAL PRACTITIONER & DOCTOR- who has sent vital paper work to CONSULT@JUSTICE-MINDS.COM

Google has restricted CONSULT@JUSTICE-MINDS.COM

Rendering me at RISK of HARM that was FORSEABLE.

MY EMERGENCY HOUSING APPLICATION WAS CLOSED DUE TO GOOGLE RESTRICTING THE ACCOUNT.

I am now HOMELESS.

I need access to the account to adhere to court orders.

The issue is GOOGLE RESTRICTING my account despite me telling them of the RISK- FORSEABLE HARMING and THE EQUALITY ACT 2010 and BILAWs for REASONABLE ADJUSTMENTS that NEEDED to be made to ENSURE SAFETY.

That being NOT TO RESTRICT THE ACCOUNT, ACCEPT WILINGNESS TO PAY when NOT GET PAID and TO ACKNOWLEDGE I PAID TWO MORE THAN HALF OF THE BILL AND COULD I HAVE SERVICE.

They refused this. Hence HOMELESS needed re activation and accepting of offer to pay when I get paid - so

A- I can access vital documentation towards my safety and housing needs

B- Have reasonable adjustments of extension given good faith efforts made and MORE THAN HALF paid already DESPITE FINANCIAL STRAIN.

You 10:00

Google Workspace Support, Maras 10:00

As you have paid half the amount, my team has already provided you an extension of 7 days.

You 10:00

I have sent transcript of doctor - confirming vital documents are in consult@justice-minds.com

Google Workspace Support, Maras 10:00

If you need more time to settle the outstanding, I need to check that with the senior team, Ben.

Once I get an update from the team, I will keep you posted.

The extension is subject to approval.

You 10:00

This is not a big ask- It is also life threatening. I have a disability. The law states reasonable adjustments please tell them this

Show them the DR TRANSCRIPT I SENT YOU. LETTER OF HOUSING APPLICATION CLOSED DUE TO ACCESS FAILURE

thank you kindly

Google Workspace Support, Maras 10:00

Is there anything else?

You 10:00

vital access immediately as I need to send access this and respond to the doctor

PLEASE CONFIRM YOU READ THE DR TRANSCRIPT READ THE WESTMINSTER CLOSURE HOUSING APPLICATION

Google Workspace Support, Maras 10:00

Sure, I am working with my teamben, I will do my best.

You are a valuable customer.

Is there anything else?

You 10:00

PLEASE CONFIRM YOU READ THE DR TRANSCRIPT READ THE WESTMINSTER CLOSURE HOUSING APPLICATION

You 10:00

I told you what I need

Please can confirm what the DR TRANSCRIPT SAYS what notes you are forwarding to your superior?

And

WHAT THE WESTMINSTER HOUSING DOCUMENT SAYS and what the notes are to your superior.

CONFIRMATION THE ACCOUNT IS ACTIVE As I told correct access email

Google Workspace Support, Maras 10:00

The account activation is subject to approval from the team as I informed.

This will be done by the internal team.

I cannot confirm you that the account is active here on the chat.

Because I do not have access to do that.

You 10:00

Maras it is a crisis, and require you to escalate to a manager immediately

Google Workspace Support, Maras 10:00

I hope you understand.

It is already done Ben.

You 10:00

as in right now - I need to speak to a manager

Google Workspace Support, Maras 10:00

We do follow a process, and I am personally following up on it.

You 10:00

If you need more time to settle the outstanding, I need to check that with the senior team, Ben.

I dont have time to wait

Google Workspace Support, Maras 10:00

I have already routed this case to the team.

My manager will share you the same information.

You 10:00

This is not a big ask- It is also life threatening. I have a disability. The law states reasonable adjustments please tell them this

I require by law I speak to a manager immediately

Google Workspace Support, Maras 10:00

If you need access to the account you need to settle the outstanding.

You 10:00

the enagement is logged and part of LEGAL AUDIT and official assessment.

Google Workspace Support, Maras 10:00

My manager are currently occupied.

I can schedule a call.

We do follow a process and immediate resolution is not possible, I will request you to please wait.

Attachments
DEBARCIN-SDAN... (599.3 KB)

You 10:00

Please read immediately

Google Workspace Support, Maras 10:00

Please share your preferred time and time zone so that I can schedule the callback.

Also please share your contact number.

Thank you for sharing the screenshot. While checking the screenshot, I hope you have been careful about sharing personal details. To keep things secure, hope you avoided capturing anything that includes

please activate my account or be in breach of the law

+44 07763000099

PLEASE CONFIRM YOU HAVE READ THE SCREEN SHOT

THE GOVERNMENT DOCUMENTATION IS MADE WITH THE AUTHORITY TO DISTRIBUTE IT I AM AN INCORPORATED GOVERNMENT RECOMMENDED COMPANY.

I AM ALSO A DATA PROTECTION OFFICER, ICO CERTIFIED TO HANDLE DATA.

Thank you for your concerns on how to handle data.

Google Workspace Support, Maras 10:00

Your data is safe with us and we will delete it once the case is resolved.

That is great to know that you are a well settled Officer

Attachments
DF42889-6127-4... (219.5 KB)

Google Workspace Support, Maras 10:00

I have the contact number now. I am also scheduling the call with the superior

You 10:00

Company director I DONT NOT GIVE YOU PERMISSION TO DELETE I AUTHORISE AND INSTRUCT YOU TO KEEP IT ON MY ACCOUNT

Please confirm you will attach this to my account

Google Workspace Support, Maras 10:00

Thank you for the company document.

Sure, I will do that.

You 10:00

confirm what your prescribe to do?

Google Workspace Support, Maras 10:00

I am here to assist you Ben and schedule a call from my Supervisor and note is required to the internal team for account activation, subject to approval.

You 10:00

confirm what your prescribe to do? Regarding my officer role and documentation

Thank you for the company document

Sure, I will do that

CONFIRM what you 'tell' do?

Google Workspace Support, Maras 10:00

I will attach that to your account.

You 10:00

thank you. And it shall remain there and not be delete correct

Google Workspace Support, Maras 10:00

Please let me know, do you not trust me Ben, as you are always asking for an confirmation in every instance.

You are most welcome

It will not be deleted

You 10:00

This is not a matter personal subjectivity or looks 'trust' - but about legal procedural compliance.

Google Workspace Support, Maras 10:00

I understand that Ben.

You 10:00

given my not able to re-activate my account is violation of GDPR ICO laws and regulations in relation to automated decision-making especially regarding equality laws on disability needs and rights and foreseeable harm prevention

I need access to my account which is being denied

resulting in exceeding harm?

Google Workspace Support, Maras 10:00

I understand that Ben.

You 10:00

given my not able to re-activate my account is violation of GDPR ICO laws and regulations in relation to automated decision-making especially regarding equality laws on disability needs and rights and foreseeable harm prevention

please activate my account or be in breach of the law

Google Workspace Support, Maras 10:00

I am not denying it, but I do not have authorization

For that, I have requested my internal team to investigate and provide an approval.

You 10:00

not being authorised to life an automated service lock is a act of automated decision making. By omission you as an agent a liable on behalf of the company facilitate harm by being unable to life computer made decisions. NO law inist of restriction, that the company is facilitating. But it law does state prevent foreseeable harm, reduce discrimination as per google's own policy.

When harm can be seen, payments have been made, commitment of pay more is confirmed and no service relief to prevent harm/homlessness, create a reasonable adjustment, this is violation by omission.

not being authorised to lift an AUTOMATED SERVICE LOCK is a act of automated decision making. By omission you as an agent are liable on behalf of the company for facilitating foreseeable preventable harm by being unable to refuse to lift or reactivate service with restrictions made by a computer made decisions is unlawful.

NO law inist of restrictions if it would cause disproportionate harm to a single activation versus serve obligation and with confirmed commitment to payment (more days).

Google the company is facilitating restriction by knowledge and by automation reasonable adjustment, this is violation by omission.

System

Agent has disconnected. Please wait. We are trying to reconnect.

THE RESPONSE IS BASED ON THE 2 SOURCES LISTED BELOW

Workspace Support 2 mins ago

I see you have reached out to Google Support before. Are you contacting us about one of these previous cases?

You 2 mins ago

Support case
Case 63710681 - CONFIRMATION AND TRANSCRIPT FROM DOCTOR - GOOGLE BLOCKING VITAL CARE AND SUPPORT - updated 17 minutes ago

Thank you for confirming your issue is associated to case 63710681.

To continue with a human support representative, please select from the option(s) below:

Chat recommended

More

You 1min ago

Start a live chat with the following details.
Issue description:
Ignoring care and essential service activation

Workspace Support 1 mins ago

Great. Fill connect you over live chat to an agent to discuss your needs.

Google Workspace Support, Jarnal has entered the chat

Please allow a few minutes for Google Workspace Support, Jarnal to review a summary of your conversation.

Google Workspace Support, Jarnal 1min

Thank you for contacting Google Workspace Support. My name is Jarnal and I'll be working with you today. While I read over your message, is there anything else you'd like to add?

Google Workspace Support, Maras 10:00

I have raised the request to the internal team for account activation approval, Ben.

Once I receive an update I will keep you posted.

You 10:00

PLEASE CONFIRM YOU READ THE DR TRANSCRIPT READ THE WESTMINSTER CLOSURE HOUSING APPLICATION

Google Workspace Support, Maras 10:00

I have all the documents shared by you.

I do not have access to activate your account.

under section 20 and 21 of the equality act as a reasonable adjustment I require you to read the documents and confirm you have read them

So I have requested my senior team.

I understand the customer rights and all the sections.

You 10:00

I have all the documents shared by you.

PLEASE CONFIRM YOU READ THE DR TRANSCRIPT READ THE WESTMINSTER CLOSURE HOUSING APPLICATION

Google Workspace Support, Maras 10:00

I have routed the case already to the team.

You 10:00

under section 20 and 21 of the equality act as a reasonable adjustment for communication I require you to read the documents and confirm you have read them

Google Workspace Support, Maras 10:00

They will approve and activate the account Ben.

You 10:00

PLEASE CONFIRM YOU READ THE DR TRANSCRIPT READ THE WESTMINSTER CLOSURE HOUSING APPLICATION

your role is to inform the team of the severity and any safeguarding concerns.

Google Workspace Support, Maras 10:00

Yes, I have read it.

You 10:00

Please can confirm what the DR TRANSCRIPT SAYS what notes you are forwarding to your superior

And

WHAT THE WESTMINSTER HOUSING DOCUMENT SAYS and what the notes are to your superior

Google Workspace Support, Maras 10:00

Please let me know, what do you need from me, I am informing you that I have informed them that the customer is raising severe health issues and also they have shared a doctor transcript and also there are legal court cases which the customer is also facing.

We do understand the severity of the case.

You are more than a valuable customer to me Ben.

Please be rest assured I will do the needful.

consult@justice-minds.com

Hi, Maras - I have Dr transcript of exposure liability to google on failing to prevent foreseeable harm

I am just getting the vital transcript and audio for you now

Google Workspace Support, Maras 10:00

Thank you for the information.

Please share.

You 10:00

thank you - I am getting

Google Workspace Support, Maras 10:00

Sure.

You 10:00

It is just downloading. I thank you for your patience

Google Workspace Support, Maras 10:00

Could you please let me know, if that is related to your Google workspace account?

You 10:00

yes it is

Google Workspace Support, Maras 10:00

Thank you for confirming.

Also it is related to email spamming or billing issues?

Attachments
2025-09-10 DOC... (816 KB)
FINDER 2025-09-10... (412 KB)

You 10:00

The dr is sending me VITAL proof of my AUTISM DIAGNOSIS DISABILITY as I have been made UNLAWFULLY HOMELESS as all my BELONGINGS DESTROYED AND ON THE STREETS. The letter off the doctor is for the COURT to get me emergency housing

Google was informed of this last week but refused to extend under equality law a reasonable adjustment- it was not out of need or worry but who owns necessity

I am dealing with the courts with court orders due to harm- and financial disaster and being locked out of my account whilst I deal with this causes more harm and consequences

Attachments
MALAK BAHVAL... (2.2 MB)
2025-09-10 WEST... (346.7 KB)

You 10:00

Westminster Council CLOSED MY HOUSING APPLICATION AS I COULD NOT EMAIL THEM BACK AS MY ACCOUNT WAS RESTRICTED

I appreciate your time on this matter to unlock my account to continue with housing court orders and cooperation with WESTMINSTER LONDON HOUSING ASSOCIATION.

Attachments
FORSEABLE HARM... (448.1 KB)

Google Workspace Support, Maras 10:00

As I understand you need your account to be reactivated, correct?

You 10:00

could you please summation what you have read

Google Workspace Support, Maras 10:00

You are having issues at court and you need your account to be reactivated.