




 **Nica:** Hello and welcome to Payoneer's Customer Care live chat service, this is Nica and I look forward to assisting you today.


 **Nica:** Hello there.


 **Oleksandr Shugurov:** Hello Nica, shall I repeat my question?


 **Nica:** No worries. I will be happy to check the status of your issue regarding the unauthorized transaction.


 **Nica:** Please provide me with your date of birth in the US format (Month/Day/Year).


 **Oleksandr Shugurov:** 06/06/1978


 **Nica:** Thank you for providing your date of birth promptly. Please hold for one moment while I check this.


 **Nica:** Thank you for holding!


 **Nica:** Upon checking, please be advised that the request to dispute the payment \$780 has already been forwarded by our relevant team.


 **Nica:** Just to set proper expectations, the review might take 1-3 business days. Since you replied to us on 25th of January, kindly wait for 2 business days more for us to process the request.


 **Oleksandr Shugurov:** ok so you propose me now just to wait for the answer, correct?


 **Nica:** Yes please because our relevant team has already received your reply and they will update you via email in 2 business days.


 **Oleksandr Shugurov:** ok thank you


 **Nica:** We are doing our best to handle the case as fast as possible and will notify you via email as soon as we have an update. We appreciate your patience and cooperation regarding this.


 **Oleksandr Shugurov:** ok got it


 **Nica:** You're most welcome Oleksandr. We will take action regarding this unauthorized payment, do not worry.

 **Nica:** Is there anything else I can help you with?

 **Oleksandr Shugurov:** no

 **Nica:** I am glad I was able to assist you. Thank you for reaching out to Payoneer. Please take care!

 **Oleksandr Shugurov:** ok buy

 **You** have disconnected.