

[Venmo] Re: Fwd: Your Venmo account has been frozen

1 message

Isaac P. (Team Venmo) <
Reply-To: Team Venmo <
To: Tim and Sherri Reames <

>
m>
m>

Mon, Mar 19, 2018 at 10:14 AM

##- Please type your reply above this line -##



Venmo Customer Support

Your request () has been updated. To add additional comments, reply to this email.

Isaac P. (Venmo)

Mar 19, 10:14 AM CDT

Hello Sherri,

Thank you for getting in touch with Venmo. My name is Isaac, and I'm an Account Specialist at Venmo. Your case was escalated to me.

I understand your concerns, and I assure you your information is kept safe on a secure system. This information is redacted once our verification process is complete. You are free to cover all information except your name and the last four digits of your account number(s), as that's all we need to match the records we have on file. There is no way for anyone to use this information in isolation.

We have policies in place that sometimes require a little more ID information to make sure the account holder has direct access to the financial instruments they have on file with us. The easiest way to do this is to take a picture of your drivers license and any credit/debit cards or bank statements associated with accounts you have on file. For your convenience, I've included the requirements for the information we are requesting, here:

Bank Statement: Current copy of the paper statement or e-statement (not of online banking recent transaction history), where your full name, the name of the bank, and the last 4 digits of your bank account number are clearly visible. (You may feel free to cover or blur all digits of your bank account number other than the last 4, as well as any other sensitive and/or confidential info that appears in the copy or photo you submit.)

Card: Current copy of the paper statement or e-statement associated with the cards you have on file, where your full name, and the last 4 digits of the card number are clearly visible. ** Many times the corresponding bank statement will have the last four of the debit card listed under transactions

- this will also do!

ID: Clear, color picture of the front face of unexpired US government issued identification, where all 4 corners of the card are visible, and no information is covered, blurred, or otherwise obstructed

This procedure is an industry standard way to ensure that you have direct access to account(s) on file with Venmo.

Please let me know if you have any additional concerns.

Best,

Isaac P.
Account Specialist | Venmo

THIS EMAIL IS A SERVICE FROM VENMO.
[Venmo Customer Support](#)