

Re: Roblox Support Ticket 131670282
From: [REDACTED]
To: support-en@roblox.com
Date: Friday, August 15, 2025 at 11:00 PM EDT

Message Body

* What is the reason for the refund? Please provide details around the reason why you are submitting a refund request.

Because my account was hacked and you have evidence of this from your side (attached pdf). A Russian IP Address 94.233.240.20 had accessed my account even though my account used two-factor authentication, and I did not give my password to anybody which had caused this. My 2FA was the Google Authenticator app and I gave nobody any security codes. I am baffled how somebody managed to get in my Roblox account without needing a security code. Even if they managed to get my password somehow, I don't understand how they accessed my Roblox account from Russia even though my account location history is usually United States. I do not live in Russia, I have never used a Russian IP Address. Also the usual hacker activities are they buy as much with robux to their accounts until all robux is drained, and in my case they also bought \$100 or more of robux from my debit card on file which has [REDACTED] which is the last four digits. Because of this I removed my payment method and have gone back to using a gift card to buy premium every month to prevent this from happening again. I didn't want to risk any further charges without my knowledge and hope changing my password two times recently fixed this. 2FA should have protected my account. I don't understand why it didn't.

I have made legitimate purchases using my Roblox account since I started my account. The unauthorized purchases were made because of a Russian IP Address 94.233.240.20 which I have nothing to do with. I used the Google Authenticator App and the hacker managed to get around being required to type a security code. I don't understand how this hacker managed to do all of that. That's why I should be entitled to a refund on the purchases this hacker had made but my account has been made for legitimate purchases and I have only made legitimate purchases on Roblox. I ask that criminal prosecution be made against this hacker since I am the victim of this hacking operation. I appropriately used two factor authentication in my Roblox account. I am not giving my security code to anybody so whoever did this, did so without my knowledge and without my consent. **I sent an affidavit on this in Roblox Support Ticket 130857295.** I have submitted all evidence in support of my claims. I submitted the facts under penalty of perjury to your business with my signature and home address. You have the evidence.

* Are you the Roblox player or contacting us on behalf of the Roblox player?

I am the account creator of Brianhi33alt. Again, I always made legitimate purchases by and through my Roblox account. So this account is not doing anything wrong here but I am the victim of this IP Address 94.233.240.20 from Russian who bypassed 2FA security protocols. I get requested a lot for security codes from Roblox, so how did this hacker managed to not have to enter any security codes from my cell phone app??? I don't know so I am just telling you what I know and the facts I have for you.

* Who is the owner of the payment method (credit/debit card) that made this transaction?

The debit card on file is my debit card. [REDACTED] last four digits. First Horizon bank. I am living on [REDACTED] and have relied on UGC sales to obtain a lot of robux. This hacker took it all which my concern isn't much about the robux as I have a fat chance of getting it back, but my primary concern

was my bank account money draining to buy robux for this hacker to funnel into these accounts which benefitted off of this IP Address 94.233.240.20 who hacked my Roblox account.

is the owner and holder of that bank account, which is me.

I have to report these unauthorized transactions as normally if this happened with any bank transaction, if a hacker or identity thief made fraudulent transactions then the bank would normally reverse those transactions and would ask the customer if they agree to criminally prosecute the culprit or culprits. Normally in the event of hackers and fraudulent charges, the bank will reverse them without penalizing the customer, and press criminal charges against anybody who made the fraudulent bank transactions. In this case, IP Address 94.233.240.20 made these unauthorized transactions.

I ask for the same thing in regard to criminal prosecution against the culprit/culprits. I would like to press charges against IP Address 94.233.240.20. They made the unauthorized purchases. Your security system at Roblox suspected it was not me who made those purchases. See attached email from Roblox automated system.

I can submit another affidavit if you need me too as I am making facts to your business under penalty of perjury as was in my affidavit. I am the victim of this crime and I lost real money. My bank account is currently at \$50 right now. I am at risk of fees for going under the minimum balance or even an overdraft fee because of this hacker from Russia.

I am attaching the affidavit again for this ticket number. You have my word under penalty of perjury by Federal law. Any further evidence or questions you need, I will do the best I can to answer them.

Thanks,

On Friday, August 15, 2025 at 08:13:40 PM EDT, Roblox Support <support-en@roblox.com> wrote:

ROBLOX

Jacky (Roblox)

Aug 15, 2025, 5:13 PM PDT

Hello ,

As part of our permissive refund policy, we provide refunds for unauthorized and accidental purchases whenever possible. **If your purchases were made through providers such as Apple/iTunes, Microsoft Store (Windows App or Xbox), PlayStation, Meta Quest or Amazon, only these providers may refund the charges and refunds must be requested through their support. You can find more information in our help article here: [Unauthorized Charges](#)**

Unauthorized purchasing is a violation of our [Terms of Use](#). Player accounts associated with unauthorized purchasing are subject to moderation.

What do I Need to Provide for a Refund Request?

Please provide the following information about the refund request:

- * What is the reason for the refund? Please provide details around the reason why you are submitting a refund request.
- * Are you the Roblox player or contacting us on behalf of the Roblox player?
- * Who is the owner of the payment method (credit/debit card) that made this transaction?

In addition, please include as much information about the unauthorized charges as possible:

- List of individual transactions by amount, date, time and time zone
- Any known Roblox username(s) associated with the charges
- The associated billing name
- Payment method (credit card, debit card, PayPal or Google Play)
- The last four digits of the card used OR the PayPal email address (if applicable)
- Card expiration (MM/YY) and Bank name (if applicable)
- Postal code of the address associated with the card that was charged (if applicable)
- For Google Play charges, provide the Google order numbers.
- Copy of or screenshot of any receipt received relating to purchase. *Any images must be provided in (.jpg or .png format only)*

Please avoid asking your financial institution to file a dispute claim. Financial institutions retain full control of funds when disputing charges. As a result, Roblox cannot assist you with the transaction.

Once the charges are located in our system, I will re-confirm the information with you for accuracy and then forward your request to our Billing Department. Your prompt response will enable us to resolve your request as quickly as possible. I look forward to hearing back from you.

Sincerely,

Jacky

Customer Support

[Roblox Support](#)



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- IP Address russia hackerYahoo Mail.pdf
177.1 KB



- Affidavit(OCR).pdf
4.5 MB