



Thanks for using EA Help. 50989314

4 mensagens

Customer Experience <customerexperience@ea.com>

26 de setembro de 2019 17:04

Para: 




Hello ,

Thank you for contacting EA help. My name is Vareesha and I would assist you with the NBA Live Mobile issue today.

I reviewed your email and realize that you're missing red west token from the account which you earned by completing Super Duos" campaign. I know it is bothersome. I'll try my best to address your concern.

I really appreciate your efforts in providing the requested information as well as screenshots.

However, please let me the player ID of the account as couldn't locate account with the player ID:  Please visit link to fetch player ID:

<https://help.ea.com/en-in/help/nba-live/nba-mobile/find-your-nba-live-mobile-user-id/>

Also, since we'll not be able to grant the battle point, the best I can add is player to the account. So, please confirm which player you're missing/ expecting after winning the battle using the battle point.

Looking forward to the reply.

Once I'll know the exact data, I'll proceed further.

Should you have any further questions regarding this or any other issues, please do not hesitate to let us know.

You can also find answers to common questions on our Help Center at <http://help.ea.com>, or ask our community experts by visiting Answer HQ at <http://answers.ea.com>.

Thank you for contacting EA help.

Still need help? You can reach us on help.ea.com .

Vareesha A.
EA Help

[ref:_5002S000015UNf6QAG:ref]

[Redacted]

27 de setembro de 2019 11:20

Para: Customer Experience <customerexperience@ea.com>

Thanks Vareesha. I appreciate the reply.

As requested, please see attached my UID screenshot. The account I provided in the beginning is correct. There must have been a typo on your end.

I should have had player Jamal Murray NBA Due Campaign (see screenshot attached), but was unable to collect him due to the glitch.

Please advise when you've added him. Much appreciated.

Thank you.

David

[Texto das mensagens anteriores oculto]

2 anexos



04. Super Battle Red Token Required.jpg
597K



[Redacted]
93K

[Redacted]

28 de setembro de 2019 18:16

Para: Customer Experience <customerexperience@ea.com>

Any update on this from two days ago? Awaiting your reply. Thank you.

Dav

[Texto das mensagens anteriores oculto]

[Redacted]

29 de setembro de 2019 11:03

Para: Customer Experience <customerexperience@ea.com>

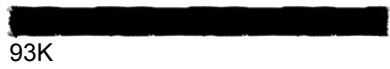
Hello Varessha A,

I've sent the details you requested days ago and I've not yet had a reply or action. Please follow up. With only days remaining I am anxious for a reply and action or I will forget this game for good. I spent hours playing and buying and my expectation is that what EA backup their communication with action and not silence. Thank you.

David

Em qui, 26 de set de 2019 às 17:04, Customer Experience <customerexperience@ea.com> escreveu:
[Texto das mensagens anteriores oculto]

6 anexos



93K



Screen Shot 2019-09-28 at 18.39.11.png
244K



Screen Shot 2019-09-28 at 18.18.18.jpg
304K



Screen Shot 2019-09-28 at 18.18.37.jpg
259K



IMG_6742.jpg
579K



05. Super Battle Red Token Missing.jpg
487K