

All my progress up until yesterday night is gone! Please help

My game wasn't working from my primary device so I tried loading it from my other device.

It still didn't work so I did what I usually do and deleted the game from my secondary device and re-downloaded. Usually it works because then I just connect and download the saved progress that's uploaded to my cloud.

It didn't work this time. It showed the level I was currently at but when it finally loaded, everything was gone

Back at level 1 and my house and all that's in it is gone.

What's weird is that it still kept all my friends. The exact amount of sim coins and sim cash was still there. My first sim is still there and he looks exactly the same as when I last played but my other two sims are gone. All the progress I made with the current event is gone.

I accumulated enough to unlock all the boxes so this really sucks.

My inventory has all the stuff I accumulated except for whatever wasn't in storage.

Unfortunately all my heirlooms were out of storage and I was filling up my 5th storage case. That's a lot of heirlooms taken away!

This honestly doesn't make any sense. If this doesn't get resolved, I'm not gonna play this game anymore. After more than 2 years of playing, it sucks for this to happen.