

Get Started Here

Anti-Censorship Campaign

Doc is no longer being updated - instead check the website [here](#)!

◇ Complaint Letter Template

Customer Complaint Dept,

This message is to lodge an official complaint about the ongoing rampant restrictions your company has placed on legal sales made by legitimate businesses.

These restrictions are not only counter to the concept of freedom of speech and expression, but they harm consumers, businesses, and they harm your company's bottom line.

The following actions are absolutely necessary to protect the freedoms of your client base and the sustainability of legitimate business practices:

- 1) Remove from your Terms of Service any mention barring the use of your service for sale and purchase of legal products.
- 2) Contact Steam (Valve), Itch.io, and any other company you have previously put pressure on to retract your content restrictions.
- 3) Put in place protections to prevent such restrictions from being put in place in the future without ample warning and time to contest them.

If these changes aren't made then I, along with many others will be forced to seek other options for processing payments.

Sincerely,
A Concerned Customer

◇ Social Media Complaint Post Template

Hey @ (company), the restrictions on companies using your services for payments are getting completely out of hand

Contact Valve, Steam, and any other company effected and reverse these changes ASAP!!!

If you want to include an image, here's one

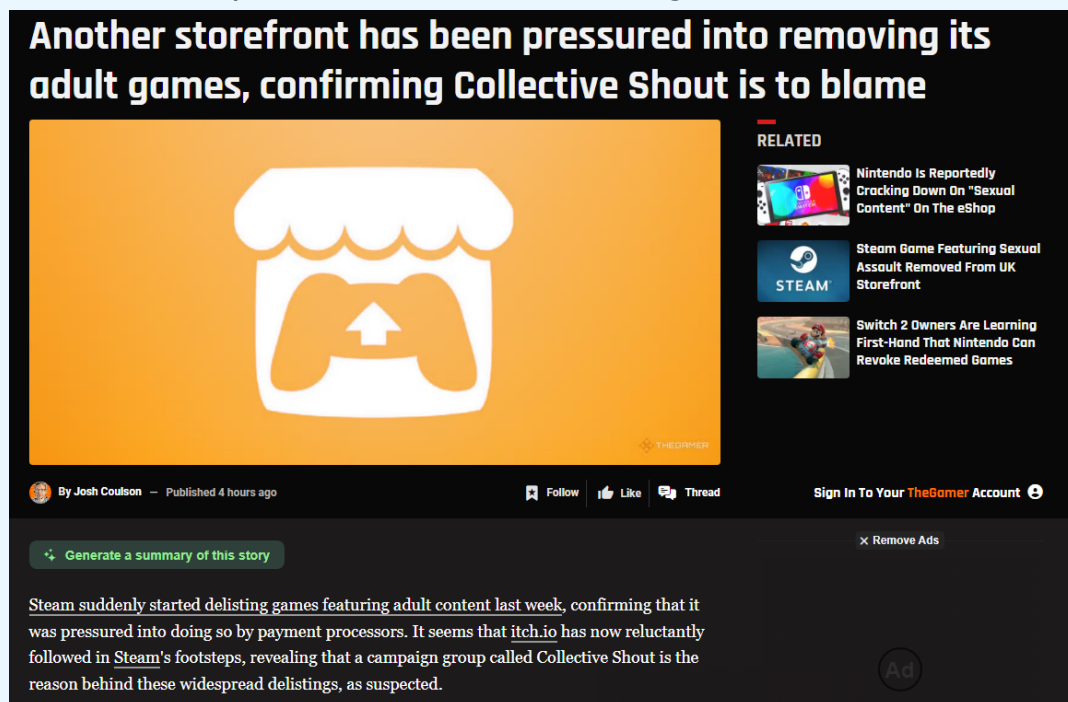


Image alt text:

Screenshot of an article. Title: "Another storefront has been pressured into removing its adult games, confirming Collective Shout is to blame".

Text: "Steam suddenly started delisting games featuring adult content last week, confirming that it was pressured into doing so by payment processors.

It seems that itch.io has now reluctantly followed in Steam's footsteps, revealing that a campaign group called Collective Shout is the reason behind these widespread delistings, as suspected."

◇ Contact Information

You can put "N/A" in the job title/company/etc fields <3

Mastercard

Phone (US): 1-800-627-8372

US option selection for operator: 1, 1, 2, 2, 2, 1

Phone (outside US): 1-636-722-7111

Email: customer_support@mastercard.com

[Online Form Submission](#)

2000 Purchase St, Purchase NY 10577

[Full Media Contacts List](#)

Seth Eisen
Global Communications
Seth.Eisen@mastercard.com
+1 (914) 249-3153

Will Tsang
Global Communications
William.Tsang@mastercard.com
+1 (914) 414-5420

Jennifer Erickson
Global Communications
Jennifer.Erickson@mastercard.com
+1 (914) 249-1284

Visa

Phone (US): 1-800-847-2911

US option selection for operator: 1, 1, 2 or 1, 1, 3

Email: askvisa@visa.com

[Click Here For Non-US Numbers](#)

[Online Form Submission](#)

One Market Plaza, Suite 600, San Francisco, CA 94105

Paypal

Phone (US): 1-888-221-1161

Phone (outside US): 1-402-935-2050

Hours: 6am - 6pm PT

[Online Form Submission](#)

(UK site is linked as you're able to submit a complaint without an account)

2211 N 1st St. San Jose, CA 95131

[Full Media Contacts List](#)

PayPal Media Helpline
mediarelations@paypal.com

Corporate Communications
Joshua Criscoe
jcriscoe@paypal.com
+1 646-667-5065

Consumer Communications
Kate Licht
clight@paypal.com
+1 703-568-5929

Merchant Communications
Nicole Wyman
nwyman@paypal.com
+1 202-262-8000

Global Markets Communications
Neil Cassley
ncassley@paypal.com
+1 347-574-6902

Stripe

Email: complaints@stripe.com

[Online Form Submission](#)

(You do NOT need an account even though it asks for stripe account email)
354 Oyster Point Boulevard, South San Francisco, California, 94080

Paypal form submission steps:

1) "Submit a complaint about PayPal"

Submit a complaint to PayPal

[Submit a complaint about PayPal](#)

[Submit a complaint about Xoom](#)

[Submit a complaint about Zettle by PayPal](#)

2) "I can't see my complaint reason"

Submit a complaint to PayPal

Complaint Reason

Dissatisfaction with customer service agent

PayPal communication

3) "Submit a complaint without logging in" (Note you MUST be logged out for this to work)

Submit a complaint to PayPal
Log in for faster service

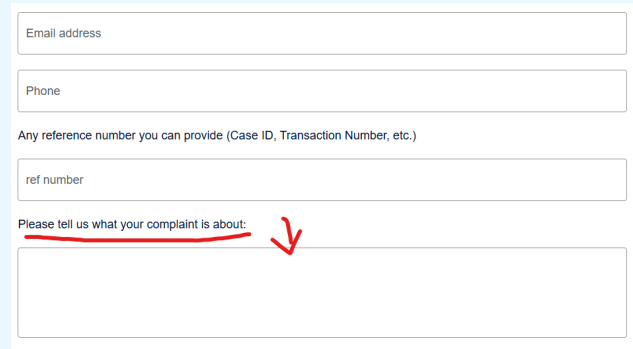
Login

[Having trouble logging in?](#)

[Submit a complaint without logging in](#)

For account information security we do not disclose any account-related information to non-account holders.

4) Fill out the form, you can
copy/paste the complaint letter
here



Email address

Phone

Any reference number you can provide (Case ID, Transaction Number, etc.)

ref number

Please tell us what your complaint is about:

◇ Petitions to Sign

Change.org

[Sign Here](#)

ACLU

[Sign Here](#)

◇ Contact Your Legislators

Phone Script

Follow the phone script [here](#) when contacting them!

Email Script

Follow the email script [here](#) when contacting them!

Legislator Directory

Input your address [here](#) to find your legislator!

◇ BBB Complaint

Script Pt 1

This message is to lodge an official complaint about the ongoing pressure this company has placed on businesses to restrict or disallow adult content to be sold on their platform.

These restrictions are not only counter to the concept of freedom of speech and expression, but are an overreach of their power and cause direct harm to both consumers and businesses.

Script Pt 2

(Does not allow line breaks)

1) Remove from their Terms of Service anything barring the use of their service for sale and purchase of legal products. 2) Contact Steam (Valve), Itch.io, and any other company they have previously put pressure on to retract their content restrictions. 3) Put in place protections to prevent such restrictions from being put in place in the future without ample warning and time to contest them.

Instructions

(If it won't let you send all 4 back to back, wait a few hours and try to send the rest.)

1) Go to the BBB site [here](#)

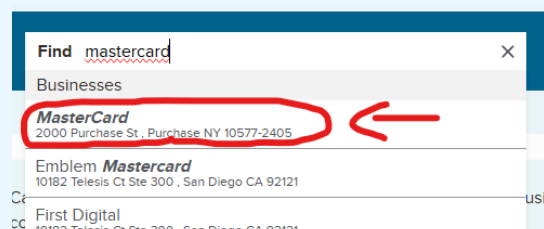
2) "File a complaint against a business"

Or choose from the options below

What best describes your goal?

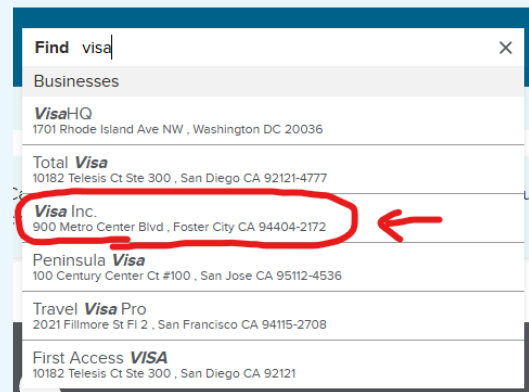
- ☒ File a complaint against a business
- ☐ Share an experience about a business
- ☐ Warn others about a scam, imposter, fraud, or scheme
- ☐ File a complaint about a warranty dispute for a vehicle

3) Type in + select one of THESE companies (follow EXACTLY - there are companies with similar names + multiple branches)

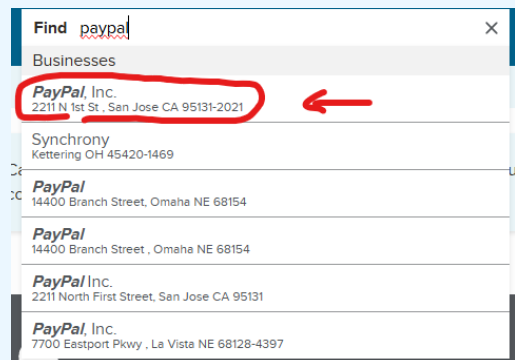


MasterCard
2000 Purchase St, Purchase NY

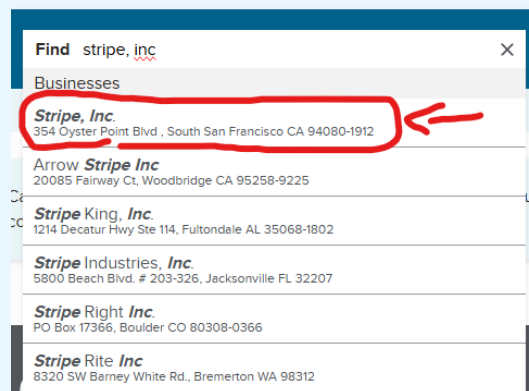
Visa Inc
900 Metro Center Blvd Foster City CA



Paypal Inc
2211 N 1st St, San Jose CA



Stripe Inc
354 Oyster Point Blvd, South San Francisco CA



1

Is this complaint solely about buyer's remorse (you regret spending money on the product or service)?

Is your complaint based solely on a price that was higher than prices charged by others?

Are you solely seeking an apology from the business?

Are you filing this complaint for BBB information only?

Is your complaint solely about discrimination or civil rights violations?

☐ Yes, to ANY of the above questions ☒ No, to ALL of the above questions

2

Is this an employee/employer complaint?

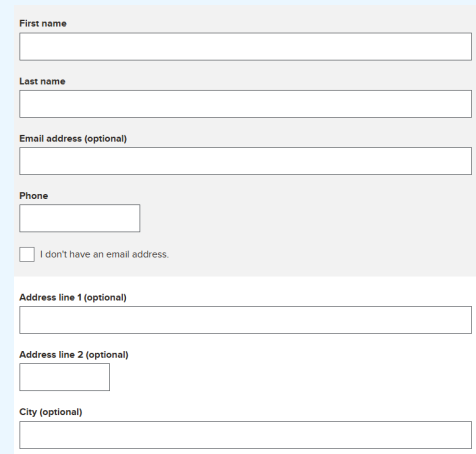
☐ Yes ☒ No

Does your complaint seek a criminal penalty?

☐ Yes ☒ No

4) Select "no" for everything

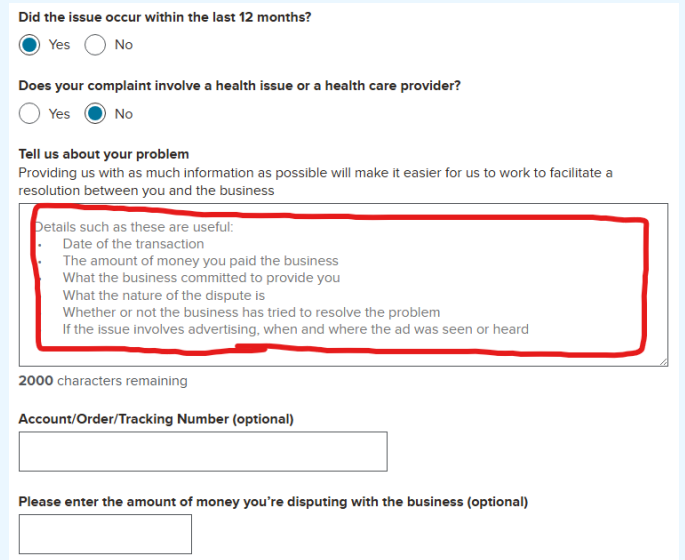
5) Fill out everything not marked "optional"



Form fields for personal information:

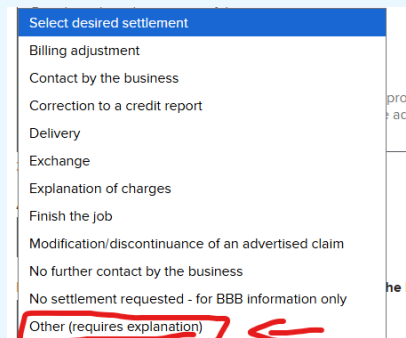
- First name
- Last name
- Email address (optional)
- Phone
- ☐ I don't have an email address.
- Address line 1 (optional)
- Address line 2 (optional)
- City (optional)

6) Select "yes" then "no" and put script pt 1 in the "tell us about your problem" box



Form fields for issue details:

- Did the issue occur within the last 12 months?
☒ Yes ☐ No
- Does your complaint involve a health issue or a health care provider?
☐ Yes ☒ No
- Tell us about your problem
Providing us with as much information as possible will make it easier for us to work to facilitate a resolution between you and the business
- Details such as these are useful:
 - Date of the transaction
 - The amount of money you paid the business
 - What the business committed to provide you
 - What the nature of the dispute is
 - Whether or not the business has tried to resolve the problem
 - If the issue involves advertising, when and where the ad was seen or heard
- 2000 characters remaining
- Account/Order/Tracking Number (optional)
- Please enter the amount of money you're disputing with the business (optional)



Form field for desired settlement:

- Select desired settlement
- Billing adjustment
- Contact by the business
- Correction to a credit report
- Delivery
- Exchange
- Explanation of charges
- Finish the job
- Modification/discontinuance of an advertised claim
- No further contact by the business
- No settlement requested - for BBB information only
- Other (requires explanation)

7) In "select desired settlement" pick "other"

8) Put "script pt 2" in the "explanation" box

Desired settlement

Other (requires explanation) ▼

Explanation

9) Check off the bottom 3 boxes + submit!

☐ (Optional) I am a US active duty service member, a civilian employee of the Department of Defense, a military dependent, a veteran, or retired from active duty.
▶ Why are you asking this?

☐ Would you be willing to help BBB with our complaint reporting by answering some additional questions?

☒ I have read and agree to the [Complaint Submission Terms](#).

☒ I authorize the business to communicate with BBB about my complaint and disclose to BBB any personal information related to the complaint including the following if applicable: (a) information about a transaction or payment, (b) student records, and (c) information about an alleged debt

☒ I consent to the collection, use, and disclosure of my personal information in accordance with the [BBB Privacy Policy](#), which I have read and understand.

◇ Contact Local News

Email Script

Hello,

This message is to reach out about the recent mass censorship of content on Itch as well as other platforms due to pressure from payment processors and the extremist group Collective Shout.

There is an active letter writing campaign going on to push back against these decisions and encourage payment processors to allow sites to conduct business as they see fit.

I believe this would make a great story for you to report on in regards to this issue. You can find the campaign's website here:

<https://anti-censorship-campaign.carrd.co/>

The original post starting the campaign here:

<https://bsky.app/profile/voiddebris.bsky.social/post/3lupqc2p7jk2n>

As well as more info in this doc:

<https://docs.google.com/document/d/1MNAdVCogC14dinW4OCnzNX1JkhJdTmUIStzvSROChjo/edit?usp=sharing>

Thank you for your time, and if you would like more information or to get a statement, you can contact the campaign organizer via email:
voiddebris@gmail.com

Thank you,
(Name)

◇ Crossposting Info

Details

Cross posting my thread + this doc is HEAVILY ENCOURAGED. We need as much reach as possible to help enact real change!

You can take everything directly from below and share wherever you have the most reach!

Screenshots + Alt Text

Post 1

Alt text:

Screenshot of bluesky post by VoidDebris. "I know we're upset about itch, but they're not the only ones
Payment processors harassed companies bc of a 1,000 email hate campaign
But we can EASILY top 1,000!

I prewrote an email + got the contact info - you just have to send!

🗨️❤️ to boost

We CAN make a difference 💕

#itch #censorship

1/📄".

Below is a digital graphic with the text "anti-censorship campaign" and screenshots of headlines about how multiple storefronts have removed NSFW content due to pressure from payment processors and Collective Shout.



Post 2

Alt text:

Screenshot of bluesky post by VoidDebris. "Complaint letter! You can copy/paste or edit You can use the same info for a call!

Paypal:

Phone (US): 1-888-221-1161

Phone (outside US):

1-402-935-2050

Hours: 6am - 6pm PT

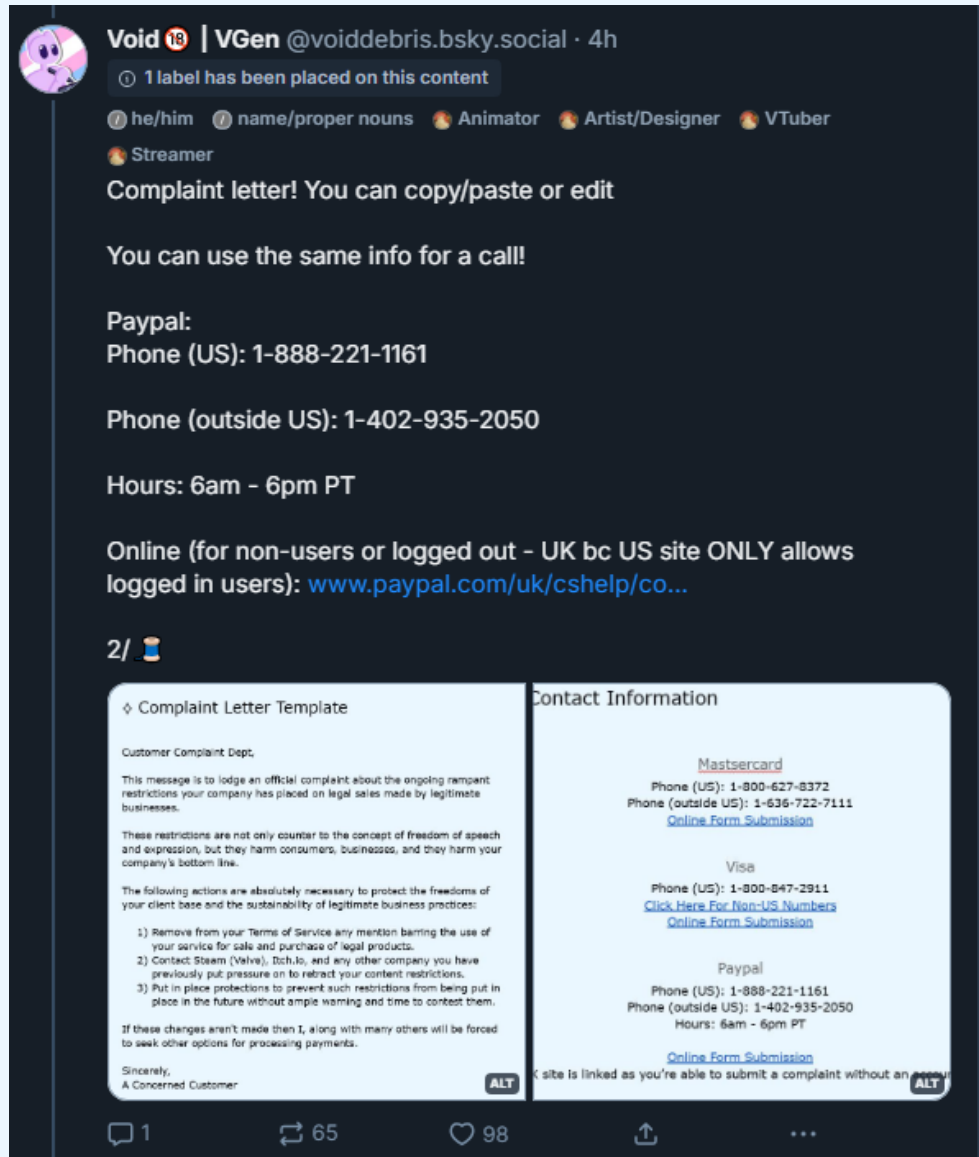
Online (for non-users or logged out - UK bc US site

ONLY allows logged in users):

www.paypal.com/uk...

2/ 🧵"

Attached are screenshots of the complaint letter template and contact information.



Void 18 | VGen @voiddebris.bsky.social · 4h

1 label has been placed on this content

he/him name/proper nouns Animator Artist/Designer VTuber Streamer

Complaint letter! You can copy/paste or edit

You can use the same info for a call!

Paypal:
Phone (US): 1-888-221-1161

Phone (outside US): 1-402-935-2050

Hours: 6am - 6pm PT

Online (for non-users or logged out - UK bc US site ONLY allows logged in users): www.paypal.com/uk/cshelp/co...

2/ 🧵"

Complaint Letter Template

Customer Complaint Dept.

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- 1) Remove from your Terms of Service any mention barring the use of your service for sale and purchase of legal products.
- 2) Contact Steem (Valve), Ditch.io, and any other company you have previously put pressure on to retract your content restrictions.
- 3) Put in place protections to prevent such restrictions from being put in place in the future without ample warning and time to contest them.

If these changes aren't made then I, along with many others will be forced to seek other options for processing payments.

Sincerely,
A Concerned Customer

Contact Information

Mastercard
Phone (US): 1-800-627-8372
Phone (outside US): 1-636-722-7111
[Online Form Submission](#)

Visa
Phone (US): 1-800-847-2911
[Click Here For Non-US Numbers](#)
[Online Form Submission](#)

Paypal
Phone (US): 1-888-221-1161
Phone (outside US): 1-402-935-2050
Hours: 6am - 6pm PT
[Online Form Submission](#)

UK site is linked as you're able to submit a complaint without an account

1 65 98

Post 3

Alt text:

Screenshot of bluesky post by

VoidDebris. "Mastercard:

Phone (US): 1-800-627-8372

Phone (outside US):

1-636-722-7111

www.mastercard.com...

Visa:

Phone (US): 1-800-847-2911

Non-US numbers:

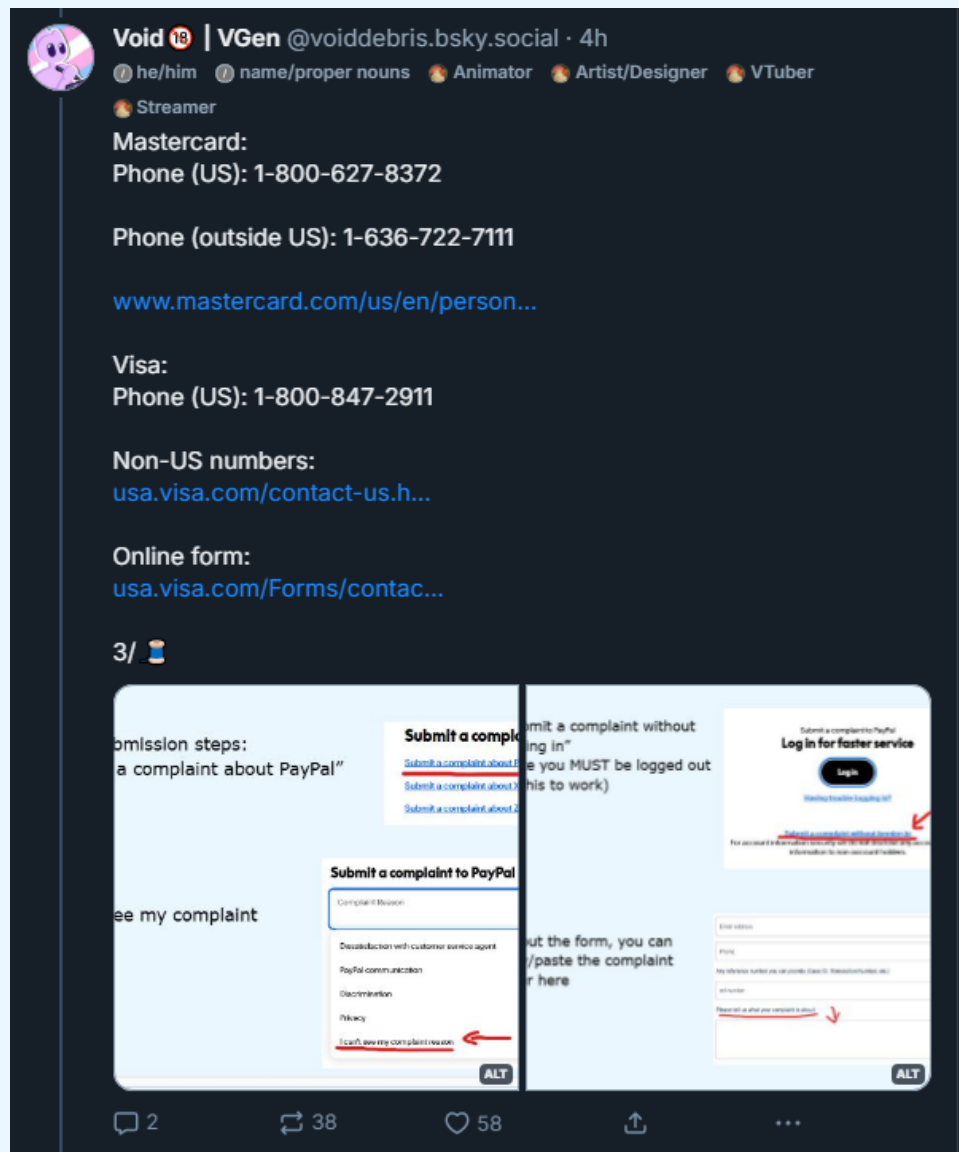
usa.visa.com/contact-us.h...

Online form:

usa.visa.com/Forms/contac...

3/ 🗨️

Attached are two screenshots of
the form submission process



Post 4

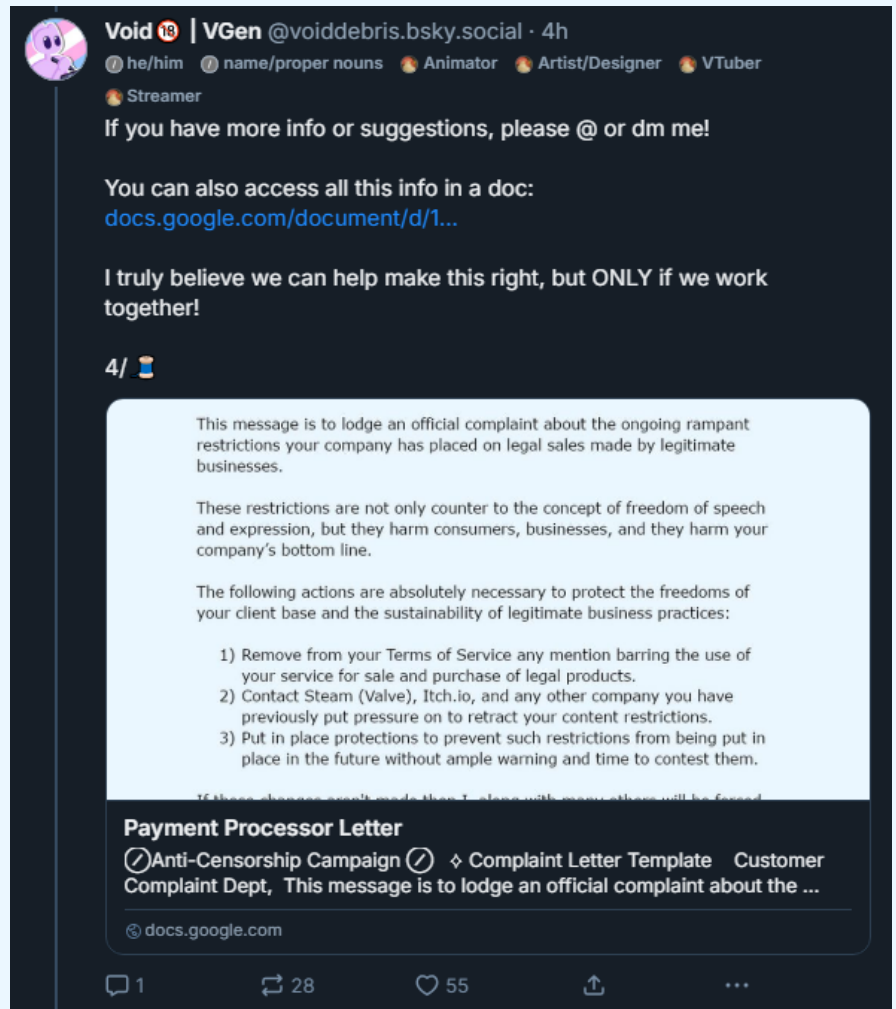
Alt text:

Screenshot of bluesky post by VoidDebris. "If you have more info or suggestions, please @ or dm me!"

You can also access all this info in a doc:
docs.google.com/document/d/1...

I truly believe we can help make this right, but ONLY if we work together!

4/📄 "There is an embed of the doc entitled "payment processor letter, anti-censorship campaign".



Post 5

Alt text:

Screenshot of bluesky post by VoidDebris.

As a final note:

I am NOT saying how itch handled this was right

What I AM saying is that, itch is the most recent in a LONG list of sites restricting NSFW and queer content

And going to the source (payment processors) is more effective + doable than contacting every single company

5/ 🗨️



Post 6

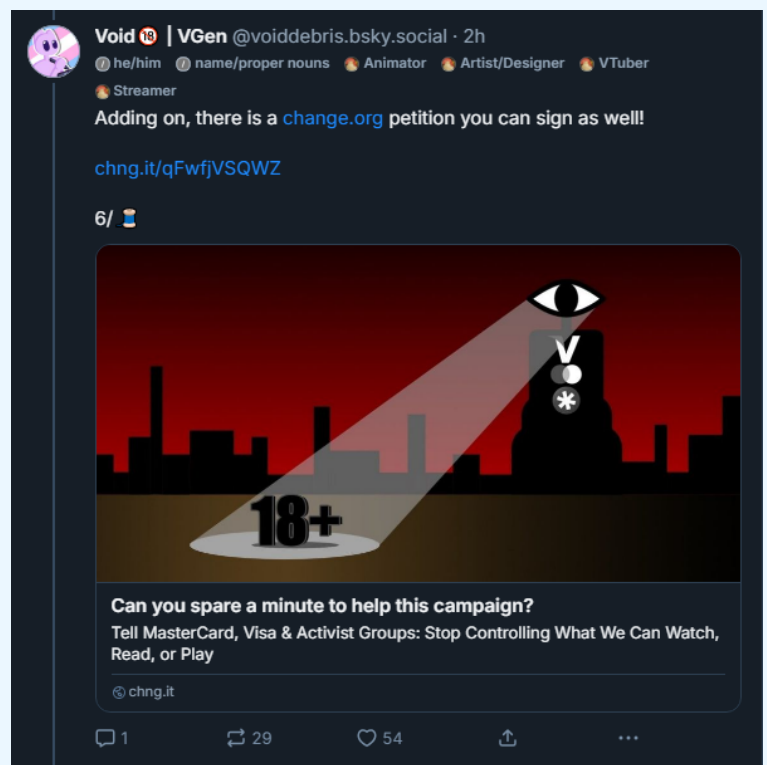
Alt text:

Screenshot of bluesky post by VoidDebris.

"Adding on, there is a change.org petition you can sign as well!

chnng.it/qFwfjVSQWZ

6/ 🗨️ " There is an embed with an image of an eye looking at a 3d "18+" entitled "can you spare a minute to help this campaign".



Post 7

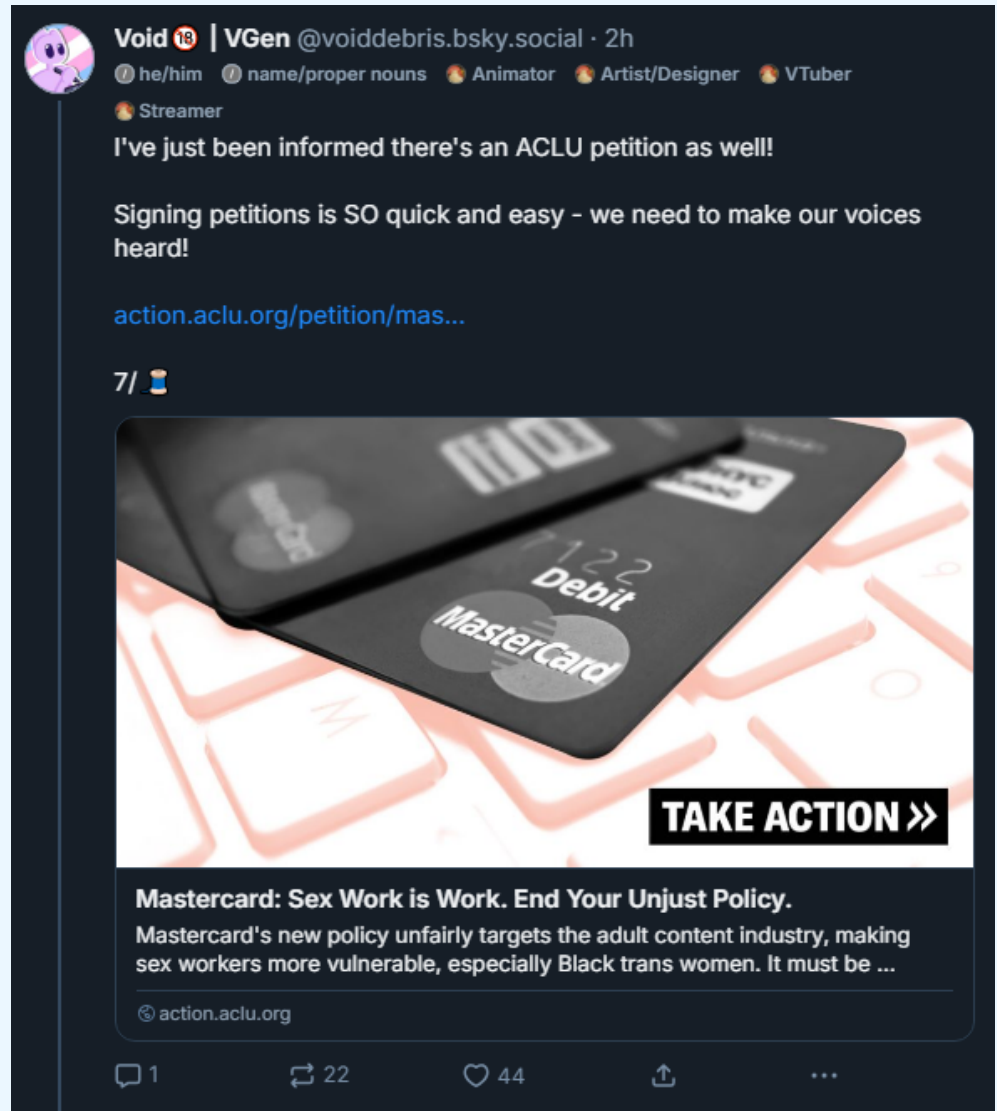
Alt text:

Screenshot of bluesky post by VoidDebris. "I've just been informed there's an ACLU petition as well!"

Signing petitions is SO quick and easy - we need to make our voices heard!

action.aclu.org/petition...

7/🧵 "There's an embed with a picture of credit cards entitled "mastercard: sex work is work. End your unjust policy".



Post 8

Alt text:

Screenshot of bluesky post by VoidDebris. "Adding that you can call your local representatives about this!

This won't help the problem that's going on THIS SECOND, but it will help pave the way to removing the authority payment processors have to cause this problem AT ALL

[bsky.app/profile/autu...](https://bsky.app/profile/autumnivy.net)

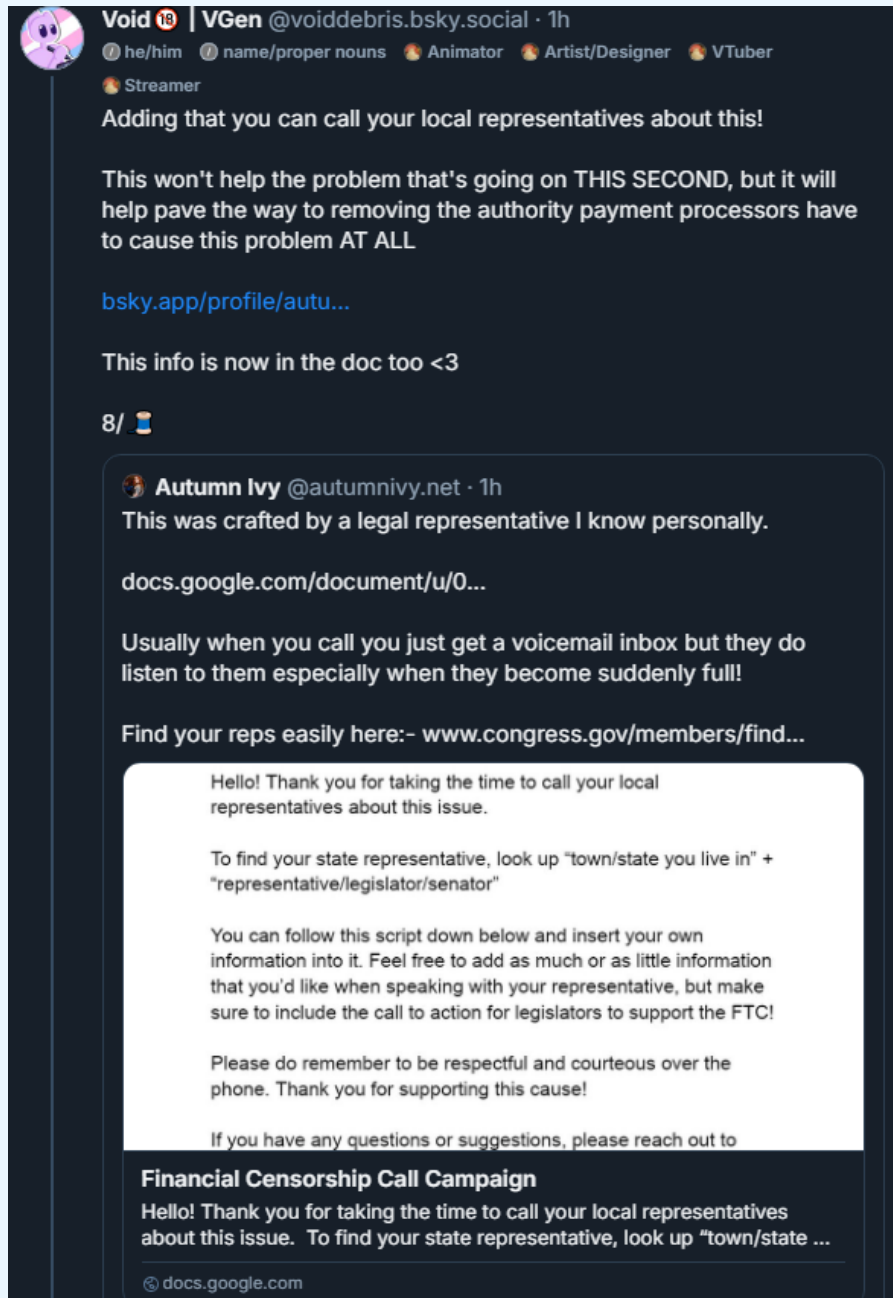
This info is now in the doc too <3

8/🗨️" The post is a quote post of a post by AutumnIvy. Text: This was crafted by a legal representative I know personally.

docs.google.com/document/u/0...

Usually when you call you just get a voicemail inbox but they do listen to them especially when they become suddenly full!

Find your reps easily here:- www.congress.gov/members/find..." There's an embed entitled "financial censorship call campaign".



The screenshot shows a Bluesky post by user VoidDebris (@voiddebris.bsky.social) from 1 hour ago. The user's bio includes 'he/him', 'name/proper nouns', 'Animator', 'Artist/Designer', 'VTuber', and 'Streamer'. The post text reads: 'Adding that you can call your local representatives about this! This won't help the problem that's going on THIS SECOND, but it will help pave the way to removing the authority payment processors have to cause this problem AT ALL'. It includes a link to 'bsky.app/profile/autu...' and states 'This info is now in the doc too <3'. Below the main text is a quote post from Autumn Ivy (@autumnivy.net) from 1 hour ago. The quote post text is: 'This was crafted by a legal representative I know personally. docs.google.com/document/u/0... Usually when you call you just get a voicemail inbox but they do listen to them especially when they become suddenly full! Find your reps easily here:- www.congress.gov/members/find...'. The quote post includes a large white box with the following text: 'Hello! Thank you for taking the time to call your local representatives about this issue. To find your state representative, look up "town/state you live in" + "representative/legislator/senator" You can follow this script down below and insert your own information into it. Feel free to add as much or as little information that you'd like when speaking with your representative, but make sure to include the call to action for legislators to support the FTC! Please do remember to be respectful and courteous over the phone. Thank you for supporting this cause! If you have any questions or suggestions, please reach out to'. At the bottom of the quote post is a section titled 'Financial Censorship Call Campaign' with the text: 'Hello! Thank you for taking the time to call your local representatives about this issue. To find your state representative, look up "town/state ...'. The quote post also includes a link to 'docs.google.com'.

Void 18 | VGen @voiddebris.bsky.social · 1h
he/him name/proper nouns Animator Artist/Designer VTuber Streamer

Adding that you can call your local representatives about this!

This won't help the problem that's going on THIS SECOND, but it will help pave the way to removing the authority payment processors have to cause this problem AT ALL

bsky.app/profile/autu...

This info is now in the doc too <3

8/🗨️

Autumn Ivy @autumnivy.net · 1h
This was crafted by a legal representative I know personally.

docs.google.com/document/u/0...

Usually when you call you just get a voicemail inbox but they do listen to them especially when they become suddenly full!

Find your reps easily here:- www.congress.gov/members/find...

Hello! Thank you for taking the time to call your local representatives about this issue.

To find your state representative, look up "town/state you live in" + "representative/legislator/senator"

You can follow this script down below and insert your own information into it. Feel free to add as much or as little information that you'd like when speaking with your representative, but make sure to include the call to action for legislators to support the FTC!

Please do remember to be respectful and courteous over the phone. Thank you for supporting this cause!

If you have any questions or suggestions, please reach out to

Financial Censorship Call Campaign

Hello! Thank you for taking the time to call your local representatives about this issue. To find your state representative, look up "town/state ...

docs.google.com

Post 9

Alt text:

Screenshot of bluesky post by VoidDebris. "Adding additional contact info!

You can reach Mastercard's media contacts directly to put more pressure

These emails + numbers are being added to the doc

bsky.app/profile/henr...

9/📎". Attached is a screenshot of the mastercard website with contact information. "Corporate and Global. Seth Eisen

Global Communications

Seth.Eisen@mastercard.com

+1 (914) 249-3153

Will Tsang

Global Communications

William.Tsang@mastercard.com

+1 (914) 414-5420

Jennifer Erickson

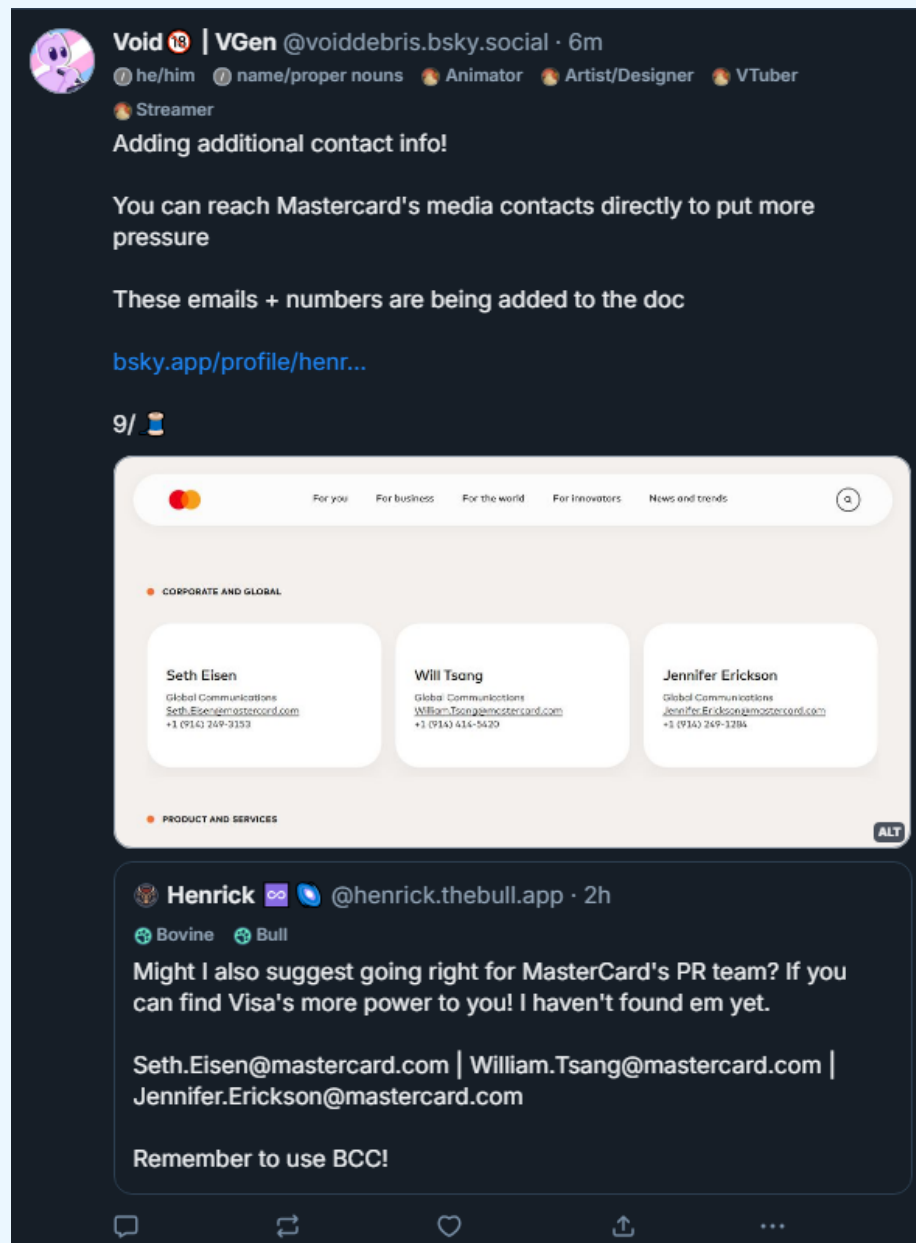
Global Communications

Jennifer.Erickson@mastercard.com

+1 (914) 249-1284".

Post is quote posting a post by Henrick: "Might I also suggest going right for MasterCard's PR team? If you can find Visa's more power to you! I haven't found em yet. Seth.Eisen@mastercard.com William.Tsang@mastercard.com Jennifer.Erickson@mastercard.com

Remember to use BCC!"



Email Template Screenshot

Alt text:
Complaint Letter Template

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Sincerely,
A Concerned Customer

Contact Info Screenshot

Alt text:

Contact Information

Mastsercard

Phone (US): 1-800-627-8372

Phone (outside US):

1-636-722-7111

Online Form Submission

Visa

Phone (US): 1-800-847-2911

Click Here For Non-US Numbers

Online Form Submission

Paypal

Phone (US): 1-888-221-1161

Phone (outside US):

1-402-935-2050

Hours: 6am - 6pm PT

Online Form Submission

(UK site is linked as you're able to submit a complaint without an account).

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[Online Form Submission](#)

Visa

Phone (US): 1-800-847-2911

[Click Here For Non-US Numbers](#)

[Online Form Submission](#)

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Phone (US): 1-888-221-1161

Phone (outside US): 1-402-935-2050

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[Online Form Submission](#)

(UK site is linked as you're able to submit a complaint without an account)

Cover Image

Alt text:

Digital graphic with the text "anti-censorship campaign" and screenshots of headlines about how multiple storefronts have removed NSFW content due to pressure from payment processors and Collective Shout.

