

ticket #MPN-309-89220

20:50 world chatting about the problem 10/12/2011

10/13/2011 14:30 world chatted more about the problem

I called (415) 963-4015 and got maria essentially instantly. she was utterly no help but very polite

10/14/2011 15:02

I called (415) 963-4015 Maria again totally polite, and checking into it.

10/17/2011

I called @ 1350 and got vm

10/18/2011

I called (415) 963-4015 @ 17:43 and got Maria who was polite

10/20/2011

I called (415) 963-4015 @13:40 and got Maria who was polite and said she would pass it on to a gm

10/21/2011

I called (415) 963-4015 @ 10:08 and got VM

Looked up CFO of frogster Dirk Meyer zu Drewer found his facebook and sent him a message.

"Your GM's are closing my tickets without reading them. I have been missing stuff for months now and they wont return it. I'm not the only one. I seriously hope you are just ignorant of the problem."

10/25/2011

I called (415) 963-4015 @13:30 I got Keri and let them know I would be traveling to st Louis and had a long time to talk on Friday, and would be talking to them all day on Friday if necessary.

10/31/2011 (415) 963-4015 @ 14:38 VM

11/01/2011 (415) 963-4015 @ 13:44 Called and talked to Maria maria gave me to some dude. gm warmagunt

11/09/2011 (415) 963-4015 @ 10:00 got VM

11/15/2011 (415) 963-4015 @ 14:05 got vm

11/21/2011 (415) 963-4015 @ 14:26 got vm called from my cell not google vocie and got vm.

12/19/2011 (415) 963-4015 @ 14:12 stfing of ones beats ivr

Frogster America Inc

Phone: (415) 963-4015

DEPARTMENT

[Private]

OWNER
GM Warmagaunt

TYPE
Issue

STATUS

PRIORITY

Game Information

Server Name: Reni
Account Name: stevejohnson007
Character Name: chendrishka

Steve Johnson
User

Posted on: 17 September 2011 01:23 PM
1 house chest dissapeared,

Interestingly it was not in slot one, I'm starting to think I should just leave the chest the game came with empty... :)

Stuff list
7k? Phirius tokens
75? advanced star jewel revelation
75? advanced moon jewel revelation
75? advanced sun jewel revelation

By the way, the problem with me not getting the bonus items from Zeevex was ... I wasn't using the correct password. Thanks for the stuff though.

Thanks in advance,

Steve Johnson

GM Nytefall
Game Master
Staff

Posted on: 19 September 2011 01:46 PM
Greetings Steve,

GM Nytefall here and we would like to thank you for reporting this matter.

I understand that this issue is hindering your game play experience.

*Please note that if the missing item was in a slot that you still have do not place another item in that slot as this might prevent our developers from restoring the missing item.

We are happy to report that some members have had their items returned.

Please understand that we might have to manually verify if the items have been returned and report those still outstanding.

So if you are still missing items, could you please provide us with some additional details for our records to help our developers further facilitate this recovery?

(You have already provided some of this information, but any more would be extremely helpful.)

- Number of items lost, if known:
- Type of items:
- Name of items, if known:

If the lost items are a housekeeper, on a housekeeper, or furniture:

- Which housekeeper was it, in order of hire?
- Which furniture slot was it?

Have you been able to find or have any of these items returned since logging off and back on?

Approximately what time did the items go missing?

I thank you for your patience and understanding while we work on this issue.

Thank you for submitting a ticket to Customer Support.

Should you have any other questions or issues, please do not hesitate to ask.

Happy hunting!

US RoM Support
GM Nytefall

Frogster America, Inc.
548 Market ST #22350
San Francisco, California 94104

Steve Johnson

User

Posted on: 20 September 2011 04:06 PM

The chest is still missing.

Details,

I think it was the original game chest, I bought two more, but I think so.

It disappeared from slot number 7

- Number of items lost, if known:

- Type of items:

- Name of items, if known:

this is really whats missing, pretty good guess but not exact,

7k? Phirius tokens

75? advanced star jewel revelation

75? advanced moon jewel revelation

75? advanced sun jewel revelation

- Which furniture slot was it? furniture slot number 7

Approximately what time did the items go missing? I reported the missing items originally ... I would say within 12 hours of their going missing.

this is way off topic, and has nothing to do with anything, but maybe fun to read.

****rumor control****

people are duping gold and other items using a method that involves the house chests, and Frogster is controlling the problem by vanishing anything that looks like it was duped and not earned.

Whatever is going on, I really like the game. I hope you guys can stop the gold sellers.

wish you the best

Steve Johnson

stevejohnson007 at gmail dot com <---- my real email

GM Warmagaunt

Game Master

Staff

Posted on: 23 September 2011 09:57 AM

Greetings,

GM Warmagaunt here and we would like to thank you for reporting this matter.

We understand this issue is frustrating and we are working diligently to returned any and all items to players.

We are happy to report that some items have been returned to players through a script our technical team has ran previously and we hope to get your items also returned very soon but we need some more details from some players.

If you find that items are still missing, please provide us with the following information.

- Number of items lost, if known:

- Type of items:

- Name of items, if known:

If the lost items are a housekeeper, on a housekeeper, or furniture:

- Which housekeeper was it, in order of hire?

- Which furniture slot was it?

Have you been able to find or have any of these items returned since logging off and back on?

Approximately what time did the items go missing?

Anything you remember will be very helpful.

Please note that we might not be able to recover items if we are unable to verify in our logs, but we are doing everything possible to return what was lost.

Your patience is greatly appreciated.

Please do not hesitate to contact us if you need any further assistance.

Thank you for contacting Runes of Magic support.

If you need further assistance, please feel free to contact us.

With kind regards,

GM Warmagaunt

Frogster America, Inc.
548 Market ST #22350
San Francisco, California 94104

GM Warmagaunt

Game Master

Staff

Posted on: 23 September 2011 12:21 PM

Greetings,

GM Warmagaunt here and we would like to thank you for reporting this matter.

We understand this issue is frustrating and we are working diligently to returned any and all items to players.

We are happy to report that some items have been returned to players through a script our technical team has ran previously and we hope to get your items also returned very soon but we need some more details from some players.

We have been asked to research additional details.

Could you please let us know when you bought the following items:

If you find that items are still missing, please provide us with the following information.

7k? Phirius tokens

75? advanced star jewel revelation

75? advanced moon jewel revelation

75? advanced sun jewel revelation

Please note that we might not be able to recover items if we are unable to verify in our logs, but we are doing everything possible to return what was lost.

Your patience is greatly appreciated.

Please do not hesitate to contact us if you need any further assistance.

Thank you for contacting Runes of Magic support.

If you need further assistance, please feel free to contact us.

With kind regards,

GM Warmagaunt

Frogster America, Inc.
548 Market ST #22350
San Francisco, California 94104

Steve Johnson

User

Posted on: 27 September 2011 11:30 PM

Phirius tokens

not bought

I bought all of the revelation jewels early in the game, diffident realize what they were and shelved them, and bought cheaper level 60 ones and level appropriate ones and used them

so I don't know, but close to the start of my game play.

those are not exact numbers, I actually had more of some, and less of others, but they are pretty close, I had not less than 65 of any, and I think one was 83, but I cant remember.

I think there was something else in that chest as well, but I actually don't remember what.

It sucks that you cant bring the chests back, it would make this a lot easier.

Steve Johnson

User

Posted on: 27 September 2011 11:40 PM

So... you guys have no clue what is missing and are trying to bluff out the cheaters....

Didn't realize it was that bad.

GM Warmagaunt

Game Master

Staff

Posted on: 30 September 2011 06:08 PM

Greetings,

GM Warmagaunt here and I would like to inform you that your items should now be returned.

We are very sorry for the delay in getting these items back to you.

We would like to assure you that we are running a script to recover items. This has met with some success. If you are still missing items, and have not done it already, please answer the questions below.

If you have only received some of your items back, please let us know so that we can inform the developers of the items which of your items are still missing.

- Number of items lost, if known:
- Type of items:
- Exact Name of items, if known:
- Exact Name of items including any that might have been on any missing housekeepers, if known:

If the lost items are a housekeeper, on a housekeeper, or furniture:

- Which housekeeper was it, in order of hire?
- Which furniture slot was it?

Have you been able to find or have any of these items returned since logging off and back on?

Approximately what time did the items go missing?

Please keep in mind that if you are still missing items, DO NOT put anything in these vacant house or inventory slots. Any attempt to restore items while these slots are full can corrupt your character or create permanent item loss. Once again, please keep these slots empty if you are still missing items.

Once we get a response from you regarding any further missing items, we will re-investigate the matter and return everything we can confirm that is still missing.

We appreciate all of your support and hope that the restore we applied to your account encompassed all of your lost items.

Thank you for your patience during this matter. We look forward to hearing from you again.

Please do not hesitate to contact us if you need any further assistance.

Thank you for contacting Runes of Magic support.

If you need further assistance, please feel free to contact us.

With kind regards,

GM Warmagaunt

Frogster America, Inc.
548 Market ST #22350
San Francisco, California 94104

Steve Johnson
User
Posted on: 02 October 2011 06:45 PM
My stuff is still missing

GM Warmagaunt
Game Master
Staff
Posted on: 11 October 2011 10:16 AM
Greetings ,

GM Warmagaunt here, and I thank you for your patience as this issue is being address.

I understand that this was a huge inconvenience and was likely quiet frustrating.

We have been informed that all missing items have been returned to players.

If this is not the case please reply to this ticket or submit a new ticket with as much of the below data as possible regarding any still items still missing.

If you have provided this information before it is not necessary to provide it again; though we have found some case where either tickets have been cut off due to a max character limit on in-game messages or not enough information was provided to verify the missing items in players logs, so any additional information would be greatly appreciated.

If you have only received some of your items back, please let us know so that we can inform the developers of the items which of your items are still missing.

- Number of items lost, if known:
- Type of items:
- Exact Name of items, if known:
- Exact Name of items including any that might have been on any missing housekeepers, if known:

If the lost items are a housekeeper, on a housekeeper, or furniture:

- Which housekeeper was it, in order of hire?
- Which furniture slot was it?

Have you been able to find or have any of these items returned since logging off and back on?

Approximately what time did the items go missing?

Any details you provide will be greatly appreciated and will aid our technical team during this recovery.

Please keep in mind that if you are still missing items, DO NOT put anything in these vacant house or inventory slots. Any attempt to restore items while these slots are full can corrupt your character or create permanent item loss. Once again, please keep these slots empty if you are still missing items.

Once we get a response from you regarding any further missing items, we will re-investigate the matter and return everything we can confirm that is still missing.

We appreciate all of your support and hope that the restore we applied to your account encompassed all of your lost items.

Thank you for your patience during this matter. We look forward to hearing from you again.

Please do not hesitate to contact us if you need any further assistance.

Thank you for contacting Runes of Magic support.

If you need further assistance, please feel free to contact us.

With kind regards,

GM Warmagaunt

Frogster America, Inc.
548 Market ST #22350
San Francisco, California 94104

Steve Johnson

User

Posted on: 11 October 2011 11:37 AM

Please return my stuff.

I want all of it back.

I'm about to go crazy in world chat.

I expect that will result in me being banned.

That's to bad, I obviously wont be playing/paying after that.

I don't want to play a game where I pay for stuff, and then it vanishes.

Please just return my stuff.

Hey, just because I'm looking for a new game, does not mean I will EVER stop calling Frogster. I'm a little nuts, I work really hard for my money, and I'm actually missing stuff and I'm not going to stop calling EVERY day until I get my stuff back.

I figure Frogster will have to hire another secretary, which is good for the economy, I don't know how it is in San Francisco, but here in Oklahoma, we need jobs, and its kinda therapeutic for me. The only thing that actually bothers me is, I think this technique could be used to get stuff you didn't actually pay for. I could talk more about this, but... I'm just trying to get tmy stuff back, and look no one was paying attention when I went through the proper channels.

EVERY DAY

So... how can I help you find the missing Jewels?

here is what I noticed about your list,

Missing from the list this was in slot 5
Storage Chest

Things in the list that have not been lost
Storage Chest (201383) x 1
Storage Chest (201383) x 1
Classical Wooden Chest(201384) x 1
Tan Copper Chest (201387) x 1
Black Sail Treasure Chest (204460) x 1

Inacurate on the list
Advanced Star Jewel - Revelation (207764) x 6
Advanced Moon Jewel - Revelation (207765) x 10
Advanced Sun Jewel - Revelation (207766) 0

and the Phirius Tokens, ya that seems about right.

26 days with an open ticket and nothing, 10 minutes after calling frogster @ (415) 963-4015 GM Warmagaunt appears!

Frogster is not being completely honest.

I don't think you have a record of what I purchased, if you did, I would have my jewels back. Telling the better business bureau you don't have any records of what I purchased, is different than saying

you don't keep records, and obviously your records if any are so poor you don't know what I bought.

here is a record of when I purchased diamonds,

7/24/2011	15:56:52	PDT	Frogster America Inc.	Completed	USD	-21.99
7/3/2011	20:25:37	PDT	Frogster America Inc.	Completed	USD	-21.99
5/28/2011	8:40:31	PDT	Frogster America Inc.	Completed	USD	-21.99
5/8/2011	11:02:03	PDT	Frogster America Inc.	Completed	USD	-21.99
4/22/2011	20:09:51	PDT	Frogster America Inc.	Completed	USD	-21.99
3/20/2011	15:28:37	PDT	Frogster America Inc.	Completed	USD	-21.99
3/19/2011	18:08:55	PDT	Frogster America Inc.	Completed	USD	-21.99
Mar 18th 2011	←--- this is the frogster birthday sale					
3/6/2011	20:11:47	PST	Frogster America Inc.	Completed	USD	-21.99
1/29/2011	17:35:34	PST	Frogster America Inc.	Completed	USD	-39.99
12/31/2010	21:07:43	PST	Frogster America Inc.	Completed	USD	-21.99
12/31/2010	19:01:23	PST	Frogster America Inc.	Completed	USD	-21.99

Please, lets see the "Log" you've got.

And remember, we can all add, the total should come up correctly.

Its actually not as bad as it looks because I purchased the second set of 150 jewels very close to march 18th the Frogster birthday sale, so we can stop the clock there. I bought 150 sometime before this date, and saw the good deal on the Frogstersbirthday and bought a second set of 150.

Present the "Log" please.

Thanks,

Steve Johnson