

За да се отвори case към съпорта на мета, се достъпва акаунта за реклами -> Billing & payments -> Payment settings

Billing & payments

Meta

Ads Manager

Martina Gavrilova

Account Overview

Campaigns

Ads Reporting

Audiences

Billing & payments

Advertising settings

All tools

Help

Payment activity

Martina Gavrilova (510597429654329)

Account disabled

We noticed some unusual activity, so we've disabled your ad account. Verify your account to run ads again.

Contact support

Ad accounts

WhatsApp Business accounts

Ad account

Martina Gavrilova (510597429654329)

Current balance

\$41.05

Pay now

Transactions

Search by transaction ID...

May 23, 2024 – Jun 19, 2024

Download

23°C Sunny

7:51 AM

6/19/2024

What to do if your payment fails

Billing & payments

Payment settings

Martina Gavrilova (510597429654329)

Account disabled

We noticed some unusual activity, so we've disabled your ad account. Verify your account to run ads again.

Contact support

Current balance

\$41.05 + tax

No payment due at this time.

Pay now

How you'll pay

MasterCard • 4443

Payment history

Download last receipt

Help center

Troubleshoot Billing and payments

How ads billing works

What to do if your payment fails

Open Help Center

Малко по-надолу в страницата се избира: let us know

business.facebook.com/business/help/268196136699959

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Meta Get started Advertise Learn Support

Business Help Center

- Decreasing your payment threshold to match your credit card limit. Some credit cards have limits for the maximum amount that can be charged in a single transaction.
- Adding a backup payment method on your account.
- Checking the expiration dates on your credit or debit cards to make sure they aren't expiring for your future charges.

Once your balance is paid, we resume any active or scheduled ads. We attempt to make up any lost time to meet the original campaign dates and budgets you've set.

Need more help?

If you continue to experience failed payment method issues, please **let us know.**

Help chosen for you

- About Meta Business Support Home Business Help Center
- How to fix a disabled ad account due to failed payment issues on Meta Business Help Center
- Troubleshoot a restricted account Business Help Center

Избира се акаунта за реклами, един път този на Спекта и след това стъпките трябва да се повторят за акаунта на Шопауто.

business.facebook.com/billing_hub/payment_settings/?wizard_name=PAYMENT_SUPPORT&support_state=ad_account_menu_state&asset_id=7432894470173374

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Meta Billing & payments

Martina Gavrilova

Payment settings

Payment activity

Payment settings

Martina Gavrilova (7432894470173374)

Ads Payment Support

Select the ad account you need help with

Martina Gavrilova	Ad account ID: 7432894470173374	>
Green Rent A Car	Ad account ID: 2433343663440305	>
Martina Gavrilova	Ad account ID: 510597429654329	>

Payment history

View transaction history

Help center

- Troubleshoot Billing and payments
- How ads billing works
- What to do if your payment fails
- Open Help Center

Payment settings

Martina Gavrilova (7)

Set up your account

Simply add your first payment method and billing details



Ads Payment Support



What do you need help with?

A payment



My payment threshold



My payment method



You haven't added any payment methods.

Payment activity

You have no recent spending. [Create Ad](#)

Payment history

[View transaction history](#)

Help center

[Troubleshoot Billing and pa](#)

[How ads billing works](#)

[What to do if your payment](#)

[Open Help Center](#)

Payment settings



Ads Payment Support



Get help with a payment

I need help with a failed payment



Why was I charged?



How do I download a receipt?



I need to edit information on a receipt



I need help making a payment



I want to report an unauthorized payment



I want to request a refund



None of the above



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Yo

How to report an unauthorized payment

If you don't recognize activity on your advertising account, try to learn more about the charges and the possible causes. Here are a few steps:

- 1 View your Payment Activity in the [Billing section](#).
- 2 Review the Billing Reason listed on each payment receipt to find out if you were charged because you reached your payment threshold or monthly bill date.
- 3 Check your daily budget or lifetime budget to verify if you set a daily budget but meant to set a lifetime budget (or the other way around), since you may be billed differently than expected in either scenario.
- 4 Check for other spenders on your account if you share your payment method or ad account with others as it's likely that another person has run separate ads using your payment method or ad account.

If you think your personal Facebook account may be hacked, [learn how to secure your account](#).

[Learn more about unrecognized ad account activity](#)

Report unauthorized payment

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Help center

Troubleshc

How ads b

What to do

Open Help

←

Ads Payment Support

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Report an unauthorized payment

To report an unauthorized payment, please provide some information that can help with our investigation.

Were these charges made on your advertising account?

Select an option

Yes, these charges are on my ad account but I do not reco... ✓

What type of payment method was used?

Payment method type

Direct debit ✓

PayPal email address

If the charges in question were on a PayPal account, please enter the email address associated with your PayPal account.

Email ✗

Date and amount

Enter the date and amount of each charge you're reporting. If applicable, send the purchase confirmation code found on your bank statement. The

Тук се слага номера на фактурата която трябва да се възстанови и текста с подробно обяснение на ситуацията:

Dear Sir/Madam,

I am writing to you regarding a hacker attack on the Facebook account of our employee, Martina Gavrilova.

On the night of June 17th to 18th, 2024, a hacker accessed Martina Gavrilova's account from a desktop computer located in the USA. Please note that we are based in Bulgaria and have no history of accessing our accounts from other countries.

The hacker managed to access the ads account and gain administrative rights. I am sending you photographic evidence to support this claim. Subsequently, the hacker launched ads for shoes and spent hundreds of dollars from our account. We do not sell shoes; we represent the Toyota brand.

Please review this case carefully and take the necessary actions to refund the amounts for the invoices issued for the ads launched by the hacker. We feel that our personal data and business are at risk.

We look forward to your prompt response and thank you in advance for your assistance.

Sincerely,

Vladimir Nikolov

номера на фактурите се намира тук на Billing & payments -> Payment activity

Transaction ID	Date	Amount	Payment method	Payment status	VAT invoice ID	Action
756582273353494! 772250232786698!	Jun 18, 2024	\$36.31	MasterCard · 4 6SRWF5LJW2	Failed		
755998078411913! 769028086775580!	Jun 18, 2024	\$70.00	MasterCard · 4 F2K7R4QHW2	Refunded		
756339373711117! 769028065775582!	Jun 18, 2024	\$70.00	MasterCard · 4 S4HQ85GJW2	Refunded		

След като се попълни информацията във формата -> Submit и директно се избира -> Support message. Малко по-надолу има място за качване на файлове:

facebook.com/support/?item_id=7900523476653605&shimmed_in_item=1¬if_id=1718723798711019¬if_t=scase_response&ref=notif

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Support Inbox

Welcome!
The Support Inbox is your place to get updates about things that you've reported, check and reply to messages from the Help Team, and see important messages about your account.

Help Center
Search Help Center

Safety Center
Policies, tools and resources to help you stay safe.

Bullying Prevention Hub
Tools and tips for teens, parents and educators.

Safety Check
Connect with friends and loved ones during a

apologize for any inconvenience this has caused.

Thanks,

> On Tue Jun 18, 2024 07:39:49, Martina Gavrilova wrote:
> Please reimburse me. For my small business this is a lot of money. It's not normal for someone to steal my personal data so easily through your platform.
>

Your reply
Write your reply here...

Add Attachment Send

You replied
Yesterday at 5:39 PM
Please reimburse me. For my small business this is a lot of money. It's not

качват се тези снимки с доказателства за измама:

People

These are people with access to the Дамски Спортни Екипи business portfolio. Add, remove, or edit people's access here.

Search by name or ID or email

Filters

Export

Invite people

Name

Martina Gavrilova

Martina Gavrilova 1

Martina Gavrilova 1

Full control: Everything

Added by: Martina Gavrilova

Joined Business: Jun 18, 2024

Assign assets

...

X

Summary

Assigned assets

Assign assets

Here are the assets Martina Gavrilova 1 can access.



Martina Gavrilova • Facebook

Дейност, свързана с влизване на акаунта

В момента сте влезли на тези устройства:

Logins on other devices



Samsung Galaxy S23

Burgas, Bulgaria • Вчера в 9:36



Настолен компютър с Windows

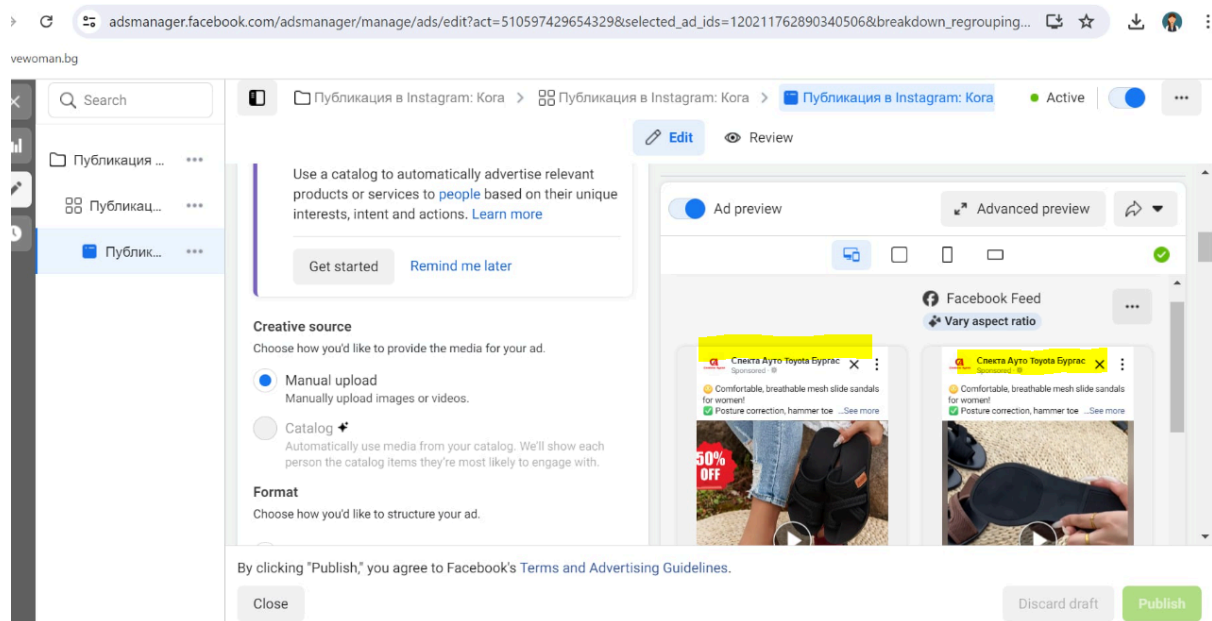
Burgas, Bulgaria • Днес в 1:30



Настолен компютър с Windows

Farmer, OH, United States • Днес
в 0:01

Select devices to log out



От мета ще върнат отговор до 2 - 3 часа на мейла. Трябва да одобрят възстановяването на фактурите статуса им в Billing & payments -> Payment activity трябва да се промени от тях на Refunded. След което до 2 дни трябва да върнат сумата по картата.