



Chase Kinslow <chase.kinslow@gmail.com>

Shop Pay powered by Affirm follow up [thread::tbR0gUxbOMi0c4Vrr1_HC3Q::]

Shop Pay - help@shop.affirm.com <help@shop.affirm.com>
To: "chase.kinslow@gmail.com" <chase.kinslow@gmail.com>

Thu, Jul 16, 2026 at 5:28 PM

Hi Charles,

We are writing to you in response to your unauthorized dispute claim and have completed our investigation. Our review has concluded a resolution in your favor. Rest assured, you will not be held responsible for the Shop Pay Installments (loan ID XQ8M-YX19) made in your name, and if furnished, the loan(s) will be removed from your credit report in our next reporting cycle. Please note most updates take 30-60 days, but in some circumstances may take longer.

We have placed restrictions on this Shop Pay Installments account powered by Affirm from making manual payments and obtaining any future Shop Pay Installment. Payments on auto-pay will not be affected. In the meantime, please disregard any automated emails you may receive regarding the unauthorized loans.

The account will remain locked until you complete our secure verification process. If you'd like to move forward with securing your account or need to make a manual payment, please call us at 855-423-3729 so that we can begin the verification process.

Additionally, please keep in mind that Affirm will never call you to request the 4 digit PIN used to access your Affirm account. Affirm does not make any calls regarding suspicious activity.

We sincerely appreciate you contacting us regarding this unauthorized activity. We apologize for any inconvenience this may have caused you. If you have any questions, don't hesitate to contact us at (855) 914-3141 or customer@affirm.com.

Best Regards,

Shop Pay Installments Order Review
Originated and Serviced by Affirm
shop.affirm.com/help

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