



[NC-BVR-3336] Support Request

40 messages

Namecheap Domains Support Team <domainsupport@namecheap.com>
To: Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>

Mon., Apr. 28, 2025 at 3:49 p.m.

Hello,

Thank you for contacting us. This is an automated response confirming the receipt of your request. Our team will get back to you as soon as possible. When replying, please make sure that the engagement ID is kept in the subject so that we can track your replies.

-

Best regards,
Namecheap Team

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Mon., Apr. 28, 2025 at 3:55 p.m.

Hello Olatunbosun,

Thank you for contacting Namecheap Support!

We will be happy to help you, but we need some additional information.

Please get back to us with some description of the matter you have at the moment so we can investigate it properly and provide you with some information.

We are looking forward to hearing from you.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Mon., Apr. 28, 2025 at 3:57 p.m.

I affiliated my forum website with Facebook Ad , Also trafficking on X platform and Tiktok only . And I gain views of a minimum of 1000000 viewers. I registered my domain and host with paid subscription PayPal. Now it is going to a year . Please who is gonna pay my site . Bosmanbusinessworld.com and picking the statical of views every day

Thanks

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Mon., Apr. 28, 2025 at 3:59 p.m.

I spent lots of money on affiliated ads before writing up letters to the agency for my money.

Thanks so much

[Quoted text hidden]

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Mon., Apr. 28, 2025 at 4:34 p.m.

Hello,

Thank you for getting back to us with the requested details.

We are deeply sorry that you have faced this inconvenience.

Please let us know if you want to renew the domain name Bosmanbusinessworld.com and the hosting plan you have for the domain name.

If yes, we need additional information.

Please provide us with:

1) Namecheap account Username → <https://ap.www.namecheap.com/settings/personal-info> (is neither your First and Last name nor your email address; it should not contain special symbols, spaces or exceed 20 characters).

You can find your Namecheap Username in any of the order receipts from Namecheap in your mailbox, which had been previously sent to the Primary email address indicated in the Namecheap account. Maybe you have it downloaded or printed out.

2) Support PIN → is a 4-digit security string that can be found here: <https://ap.www.namecheap.com/Profile/Security> (Profile → Security) only when you are logged into the account (e.g. 1234); it is not your password. You may check this guide on how to find your Support PIN: <https://www.namecheap.com/support/knowledgebase/article.aspx/1125/5/what-is-support-pin/>.

This is a standard security measure that allows protecting your and every other Namecheap user's account from unauthorised actions.

After verifying your account ownership, our support team will gladly provide any possible assistance.

Looking forward to your reply.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Mon., Apr. 28, 2025 at 4:39 p.m.

Till tomorrow please, let me discuss with my colleague first before I can release all those details or please can I have customer service number

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Mon., Apr. 28, 2025 at 4:40 p.m.

I'm so sorry for that , I will get back to you

[Quoted text hidden]

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Mon., Apr. 28, 2025 at 5:24 p.m.

Hello Olatunbosun,

Thank you for getting back to us!

Namecheap does not provide phone support at the moment. Our customers are currently assisted 24/7/365 in Live Chat and via Email Support. Feel free to reply to this email at any moment once you've obtained the required Namecheap Username + 4-digit Support PIN so that we can check the related services for you.

As usual, we're available 24/7.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Mon., Apr. 28, 2025 at 5:27 p.m.

Noo .
You are good, I don't want scam again that's why I want to do total verification before I tender anything.
Thanks 🙏🙏

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Tue., Apr. 29, 2025 at 8:45 a.m.


Hi Namecheap.
I have authored 90% of all articles on the site and invested over \$2000 in promotion and moderation. Since June 3rd, 2024, there has been no revenue generated, which raises concerns. I have dedicated significant effort and intellect to enhance the site. I urge you to take prompt action, as my intention in creating this platform was to generate income, and I believed I was on the right path. I have linked my forum website with Facebook Ads, and I am also driving traffic from X platform and TikTok, achieving a minimum of 1,000,000 views. I have secured my domain and hosting through a paid PayPal subscription, and it has been nearly a year. I am inquiring about who will compensate for my site, Bosmanbusinessworld.com, as I continue to monitor the daily view statistics. Thank you.


Here is the details legitimately.


Bosman1390 User name.


Olatun139\$ password

[Quoted text hidden]

- 4 attachments
- 

Screenshot_20250429-081550.png
230 KB
- 

IMG-20250429-WA0052.jpeg
719 KB
- 

IMG-20250429-WA0046.jpeg
1.3 MB
- 

IMG-20250429-WA0044.jpeg
1.2 MB

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Tue., Apr. 29, 2025 at 8:46 a.m.

[Quoted text hidden]

- Screenshot_20250429-055503.png
306 KB

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Tue., Apr. 29, 2025 at 8:46 a.m.

Serve as evidences.
Thanks

[Quoted text hidden]

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Tue., Apr. 29, 2025 at 9:45 a.m.

Hello,

Thank you for getting back to us.

Please do not disclose the password for your account in the chat or in the email support , as we never ask password itself.

We recommend you change it as soon as possible. You can do it using the following guide : <https://www.namecheap.com/support/knowledgebase/article.aspx/424/43/how-do-i-change-the-password-for-my-account>

Please provide us with your Support PIN to assist you better you can find it here - <https://ap.www.namecheap.com/settings/security>

We are looking forward to your reply

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Tue., Apr. 29, 2025 at 9:57 a.m.

Support 3734

[Quoted text hidden]

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Tue., Apr. 29, 2025 at 11:23 a.m.

Hello,

Thank you for getting back to us. Your account ownership is verified successfully.

We're having a bit of trouble understanding your request—could you please provide more details about how we can assist you? Once we have a clearer idea, we'll be happy to assist.

We can see that the bosmanbusinessworld.com is registered with us and currently pointed to Namecheap hosting.

Also, could you clarify what you mean by saying you "secured your domain and hosting through a paid PayPal subscription"?

Looking forward to hearing back from you.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>


Tue., Apr. 29, 2025 at 12:32 p.m.


This document outlines the various payment methods available for forum websites, particularly for online communities or membership platforms. Payments can be processed through several avenues, including subscriptions, product or service sales, advertising, and donations, with revenue generated from traffic via Google AdSense or affiliate advertisements from platforms such as Twitter and Facebook, which can be beneficial for bloggers. Common payment methods utilized on forum websites include subscriptions or memberships, which involve recurring payments. Many forums provide different membership levels with distinct features and pricing, enabling users to pay a recurring fee—whether monthly, quarterly, or annually—for access. These subscriptions are generally managed through payment gateways like PayPal or Stripe, or through the integrated payment systems of the forum software. I have been promoting this site for nearly a year, and I possess evidence of this effort. We established and promoted the site as a business venture. A significant advertisement is one that is tailored for a larger audience. So we are in advance country which 1kb is 0.0206\$ in platforms earning.

I need the site annual payment, I had patient enough. Thanks

[Quoted text hidden]

2 attachments

 **Screenshot_20250429-121722.png**
291 KB

 **Screenshot_20250429-121730.png**
221 KB

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Tue., Apr. 29, 2025 at 1:09 p.m.

Hello,

Thank you for your reply.

We understand the issue you are facing is related to PayPal, however, your exact concern is not quite clear to us.

As per the provided screenshot, the issue is related to the Bosmanbusinessworld.com domain. Please provide us with details on our exact request, and we will gladly look into it for you.

We look forward to hearing from you.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Tue., Apr. 29, 2025 at 1:23 p.m.

My website payment includes payment for ad traffic, research, surveys, and newsletters, which are beneficial to visitors s, thus encouraging their participation in the forum. These websites serve business purposes, providing users with monthly or yearly payments, such as Dwnews in Germany, CBC in Canada, and Nairaland in Nigeria. I seek your guidance on how to receive payments for my site, as you are the host, which is why I consulted you prior to taking any action. Thank you.

[Quoted text hidden]

Namecheap Hosting Team <hostingsupport@namecheap.com>
Reply to: Namecheap Hosting Team <hostingsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Tue., Apr. 29, 2025 at 2:52 p.m.

Hello,

Thank you for the provided details!

We appreciate your trust in us as your hosting provider.

However, we want to clarify that our services focus primarily on web hosting and technical support. Unfortunately, we do not provide services related to payment processing or financial transactions, as this falls outside our area of expertise.

For payment solutions, we recommend exploring specialized payment processors or financial service providers who can offer tailored solutions for your needs. They will have the necessary tools and resources to assist you effectively.

If you have any questions or need assistance with your hosting services, please feel free to reach out.

Thank you for your understanding.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Hosting Team <hostingsupport@namecheap.com>

Tue., Apr. 29, 2025 at 3:05 p.m.

Like what type of payment system?

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Hosting Team <hostingsupport@namecheap.com>

Tue., Apr. 29, 2025 at 3:06 p.m.

I have my debit cards with namecheap and you want auto renewal. Why

[Quoted text hidden]

Namecheap Hosting Team <hostingsupport@namecheap.com>
Reply to: Namecheap Hosting Team <hostingsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Tue., Apr. 29, 2025 at 4:53 p.m.

Hello,

Thank you for your questions.

In case you need assistance with the payment system on your website, we recommend checking it with a developer.

As a hosting provider, we are focused on empowering you with a reliable environment and tools to host and develop your websites. Providing website development and code debugging support, as well as SEO and other site optimization services, is outside the scope of our support. Feel free to refer to this article: <https://www.namecheap.com/support/knowledgebase/article.aspx/10644/22/hosting-customer-support-boundaries/> . If you need assistance with the aforementioned services, we recommend contacting specialists in those areas.

Concerning your Stellar hosting with us, it is renewed until June 6, 2025.

If you do not want auto-renewal to be enabled, it can be disabled according to the instructions here: <https://www.namecheap.com/support/knowledgebase/article.aspx/10564/2207/can-i-set-up-automatic-billing-for-my-namecheap-services/>

Please check it on your side and let us know if we can be of any further assistance.

Looking forward to hearing from you.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Hosting Team <hostingsupport@namecheap.com>

Tue., Apr. 29, 2025 at 5:27 p.m.

Are you talking about hosts or domain renewals?

It was automatically set already but with a debit card, Are we good to go ? I want to do legal finds on annual payment first before any upgrade but i will renew domain payment.
Thanks

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Hosting Team <hostingsupport@namecheap.com>

Tue., Apr. 29, 2025 at 5:39 p.m.

That's it. May 03 , Namecheap should charge the auto renew.

[Quoted text hidden]



Screenshot_20250429-173654.png

215 KB

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Tue., Apr. 29, 2025 at 7:13 p.m.

Hello,

Thank you for getting back to us.

Per our check, auto-renewal is enabled for your domain bosmanbusinessworld.co, and your debit card is active for auto-renewals. As the expiration date for your domain is 6/4/2025, the system will attempt to renew your domain 30 days before its expiration. It will be on 5/5/2025.

In case you have no issues with your debit card and have enough balance to proceed with the renewal, the system will renew your domain.

If you have additional questions or concerns, please do not hesitate to tell us.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Tue., Apr. 29, 2025 at 7:26 p.m.

That's great, thank you very much.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Wed., May 14, 2025 at 4:31 a.m.

Hi Good morning.

I bought an SSL certificate yesterday I paid with my Scotia credit card and you still debited my TD debit card and I registered. And I never annual payment why?

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Wed., May 14, 2025 at 4:35 a.m.

I registered both cards and I made one payment and you debited the two cards. What's wrong

[Quoted text hidden]

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Wed., May 14, 2025 at 4:55 a.m.

Hello,

Thank you for reaching out to us.

According to your transaction history, you placed an order 170726395 on 5/13/2025. In that order, you renewed PositiveSSL for [bosmanbusinessworld.com](https://www.namecheap.com/bosmanbusinessworld.com) for the price of \$13.2 per 1 year. Your card ending with 5423 was charged for this order.

On the same day, you deposited \$10 into your Namecheap account funds using the card ending with 3026. This sum has not yet been used for any purchases. You can see your current balance if you go to Profile - Billing - Account Funds - Balance: <https://ap.www.namecheap.com/Profile/Billing>

Namecheap funds are the fastest and most convenient way to handle services with us. You can use Namecheap funds to register and renew domain names (including auto-renewal) and to order other services such as SSL certificates, Private Email, etc.

When clicking "Confirm Order" in your cart, you can select the payment method you prefer. You can choose the option Account Funds. Click "Continue" once you are done, check the summary of your purchase, and click "Place Order". Here are the instructions on how to change the payment method during checkout: <https://www.namecheap.com/support/knowledgebase/article.aspx/10211/7/how-can-i-change-my-payment-method-during-checkout/>

Should you have any questions or concerns, please do not hesitate to let us know.

We are here for you 24/7/365.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Wed., May 14, 2025 at 4:58 a.m.

I did that here is the receipt

[Quoted text hidden]


 **namecheap-order-170726395 (1).pdf**
15 KB


Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Wed., May 14, 2025 at 5:03 a.m.

You debited from both bank . one is pending to clearing on account. That's it
[Quoted text hidden]

2 attachments

 **Screenshots_2025-05-14-05-00-52.png**
154 KB

 **Screenshot_20250514-045948.png**
248 KB

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Wed., May 14, 2025 at 5:47 a.m.

Hello,

Thank you for writing us!

Yes, we can confirm that the order # 170726395 for the PositiveSSL certificate renewal was submitted using the card ending with *5423 for the amount of \$13.20.

On the same date (5/13/2025), shortly before the manual SSL certificate renewal order, we see that you added \$10.00 to your Namecheap account balance using the card, ending with *3026. These \$10.00 were added to the \$8.96 already present in your Namecheap account, so now you have \$18.96 on your Namecheap account balance. The descriptor "brp4jb" indicated on the screenshot is related to the \$10.00 deposit.

We would like to confirm that none of these operations were automatic; they both were manual and submitted from your side. We are not sure, but we suspect that you wanted to add funds to the Namecheap account balance and use account funds for the SSL certificate renewal, but accidentally used another credit card for the SSL renewal instead. Just a reminder that you are welcome to use funds that you currently have on the Namecheap account balance for further purchases with us. Make sure to use "Account Funds" as the payment method. This guide can be used: <https://www.namecheap.com/support/knowledgebase/article.aspx/10211/7/how-can-i-change-my-payment-method-during-checkout/>

If we understand the situation correctly, maybe you want us to withdraw your Namecheap account balance back to the source of payment?

However, if we misunderstood your request, please let us know what we can do for you or what information you would like us to provide.

Thank you for your cooperation.

We are available 24/7/365.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Wed., May 14, 2025 at 6:54 a.m.

Just let you know that you made a double charges for a SSL buy.
Thanks for your availability

[Quoted text hidden]

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Wed., May 14, 2025 at 8:16 a.m.

Hello,

Thank you for getting back to us.

We are sorry that you faced this inconvenience.

Per our check, you were charged for the SSL renewal for bosmanbusinessworld.com in order 170726395 on 5/13/2025.

You can check your order history here: <https://ap.www.namecheap.com/profile/billing/orders>

The payment descriptor 'brp4jb' is related to the \$10.00 deposit to your Namecheap account funds.

Please clarify what other charge you are referring to.

You can provide us with another payment descriptor that has the following format: [NAME-CHEAP.COM](#)*XXXXXX, where XXXXXX stands for the dynamic descriptor.

Also, you can provide us with the corresponding order ID. It can be checked in your Order receipts sent to your Primary email address.

We look forward to your reply.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Wed., May 14, 2025 at 8:33 a.m.

I have \$8 in the namecheap I added dollar to it to make the first payment through my Scotia bank creditbl cardbbefore you charged my TD debit again out . Verify it well

[Quoted text hidden]

 **namecheap-order-170726395 (1).pdf**
15 KB


Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>


Wed., May 14, 2025 at 8:38 a.m.

I didn't understand you at all, you could seen the Namecheap payments which is May 13th and 14th 2025.

[Quoted text hidden]

2 attachments

 **Screenshots_2025-05-14-05-00-52.png**
154 KB

 **Screenshot_20250514-045948.png**
248 KB

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Wed., May 14, 2025 at 8:45 a.m.

When I'm ready , I will do that for another year subscription, leave it there pls

[Quoted text hidden]

Namecheap Domains Support Team <domainsupport@namecheap.com>
Reply to: Namecheap Domains Support Team <domainsupport@namecheap.com>
To: bosmanakanbi@gmail.com

Wed., May 14, 2025 at 10:07 a.m.

Hello,

Thank you for getting back in touch.

We'd like to clarify that the amount added to your balance was \$10, not \$1. Your Namecheap balance was \$8.96 prior to the deposit, and it increased to \$18.96 after the payment was processed.

To ensure that the deposited amount is at your disposal, you can check your balance on the Dashboard page in the 'Account Balance' section at <https://ap.www.namecheap.com/dashboard>

If you have any further questions in this regard, please do not hesitate to contact us any time.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
To: Namecheap Domains Support Team <domainsupport@namecheap.com>

Wed., May 14, 2025 at 10:15 a.m.

It is OK.
Be expecting my info by June if I don't hear any about any annual business or premier paypal payment or DD.
Almighty Allah be with us.
More grease to your elbows.

[Quoted text hidden]

Olatunbosun Ibrahim Akanbi <bosmanakanbi@gmail.com>
Draft to: Namecheap Domains Support Team <domainsupport@namecheap.com>

Thu., Jun. 5, 2025 at 11:42 a.m.

Hello Namecheap.

On Wed., May 14, 2025, 10:15 a.m. Olatunbosun Ibrahim Akanbi, <bosmanakanbi@gmail.com> wrote:

It is OK.
Be expecting my info by June if I don't hear any about any annual business or premier paypal payment or DD.
Almighty Allah be with us.
More grease to your elbows.

On Wed, May 14, 2025, 10:07 a.m. Namecheap Domains Support Team <domainsupport@namecheap.com> wrote:
Hello,

Thank you for getting back in touch.

We'd like to clarify that the amount added to your balance was \$10, not \$1. Your Namecheap balance was \$8.96 prior to the deposit, and it increased to \$18.96 after the payment was processed.

To ensure that the deposited amount is at your disposal, you can check your balance on the Dashboard page in the 'Account Balance' section at <https://ap.www.namecheap.com/dashboard>

If you have any further questions in this regard, please do not hesitate to contact us any time.

-

Best regards,
Namecheap Team