



Satnam Singh <singhkhawal@gmail.com>

[5-5317000037966] Your Google Support Inquiry: Case ID

22 messages

googleone-support@google.com <googleone-support@google.com>
To: Singhkhawal@gmail.com

Wed, Jan 22, 2025 at 1:20 AM



Hi Satnam,

Thanks for being a Google One member! I hope you are having a nice day.

This is Bridget and I will be assisting you from here. I'd like to sincerely apologize for the delay in our response. We are currently receiving a huge volume of emails and we are asking for your patience and understanding.

We have received your email and I understand that you're seeking assistance in accessing your Google account. No worries, I will provide the full extent of my support as we work on this together.

I acknowledge the significance of your Google account, and I want to set clear expectations. Google prioritizes account security and privacy, which means that we do not store passwords in our system, nor do we have the ability to change account details. This ensures that only you or authorized individuals have access to your account.

The [account recovery](#) form provided by Google is the primary option for account recovery. If you encounter difficulties completing the account recovery form, it indicates that the account may be irretrievable or lost.

If your account is still logged in on another device, I recommend trying to [disable your 2-Step Verification](#) and try signing in again.

To assist you further, I suggest reviewing the following [help articles](#), which provide useful guidance:

1. [How to recover your Google Account or Gmail](#)
2. [Tips to complete account recovery steps](#)

In the event that you have already completed the account recovery form and received a response stating that the account cannot be recovered, unfortunately, there are no further options available for us to assist you. Google's decision in such cases is final, and the account is considered lost.

Please utilize the account recovery form, following the recommended steps highlighted in the provided help articles. If you have any further questions or concerns, please do not hesitate to reach out to me. I am here to support you through this process.

Google appreciates our members' feedback. You may receive an email survey after a day or two about your recent support experience. We would love to hear from you!

Thanks again for contacting Google One Support and wishing you a great week ahead. Stay safe always!

Regards,
Bridget
The Google One team

[Google One Android app](#) | [one.google.com](#) | [Google One Help Center](#)

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Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Thu, Jan 23, 2025 at 11:36 PM

These all things are not working.

I am the premium member of Google...
It's very frustrating you giving such silly reply..
You haven't read properly what I have written in the mail

[Quoted text hidden]

googleone-support@google.com <googleone-support@google.com>
To: singhkhawal@gmail.com

Fri, Jan 24, 2025 at 1:20 AM



Hi Satnam,

Thanks for getting back in touch.

I'm sorry to hear that you are still unable to login to your Google account. In the event that you are experiencing issues with your account such as compromised access or "suspicious activity" blocks, we recommend initiating the account recovery process through <https://accounts.google.com/signin/recovery>.

The account recovery process will prompt you to provide a contact email address, to which a verification code will be sent. It is important to note that this verification code is solely meant to confirm the validity of the contact address and your access to it. It does not guarantee successful ownership verification of the lost account. In some cases, you may still receive a "**Google couldn't verify...**" message or be asked additional questions.

For a higher likelihood of successful account recovery, we recommend utilizing a computer or device that was recently used to access the account. If possible, prioritize using the same computer or laptop over a mobile device.

Fortunately, for most users, the provided account recovery process proves effective in recovering their accounts. However, some individuals may encounter the message "Google couldn't verify..." indicating that the available information, including the provided answers, is insufficient to establish ownership of the account.

In the event that the account recovery process does not yield the desired outcome, it is possible that the account may be irretrievable. Regrettably, no other account recovery options are available.

For a more comprehensive understanding of the account recovery process, we recommend referring to this [article](#). The "Walk-Through" and "Additional Information" sections of the article may be particularly helpful in clarifying the steps involved.

We kindly request your patience and understanding throughout the account recovery process. Should you require further assistance, please do not hesitate to reach out to our support team, who are dedicated to providing the necessary guidance.

[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>

Fri, Jan 24, 2025 at 1:26 AM

To: googleone-support@google.com

What about my personal data on Google drive and photos

[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>

Fri, Jan 24, 2025 at 1:32 AM

To: googleone-support@google.com

Do you have any idea.
My entire life is connected with this account.

I am running a software development company.
Hacker already taken over my LinkedIn account and AWS account...
I have all the proof. This account is mine.

[Quoted text hidden]

googleone-support@google.com <googleone-support@google.com>

Sat, Jan 25, 2025 at 1:22 AM

To: singhkhawal@gmail.com



Hi Satnam,

Thanks for getting back in touch.

I completely understand that this situation is very stressful, and I will do my best to help you recover your Gmail account.

As of this time, only our [Account recovery](#) form is the only option provided by Google to help us recover your account.

If you have forgotten the password, and you have had recent access to the account from a desktop browser, your passwords are saved in your browser, or If you use Chrome sync or [Google Smart Lock for Passwords on Android](#), you can view the passwords you've saved in Chrome and Android on any browser by visiting passwords.google.com. So, try those steps first.

You have to remember that Account Recovery is about identifying yourself as the rightful owner of the account beyond a reasonable doubt, and the final response from Google is very much based on how the system assesses the response you provide with the information it gathers from other sources such as the browser, location, network, devices. If it can't make an accurate assessment of your claim as the owner beyond a reasonable doubt, it will not accede to your claim.

Should you have any queries or clarifications about Google One, you can always contact us at one.google.com. The Google Support Team is available 24/7. Please stay safe!

Thanks,
Bridget
The Google One team

[Quoted text hidden]

no-reply@google.com <no-reply@google.com>

Mon, Jan 27, 2025 at 1:27 AM

To: Singhkhawal@gmail.com

Hi,

Thank you for contacting Google Support.

We hope we were able to resolve your problem to your satisfaction. Please take a minute to answer a quick survey below about your experience with us so we can improve our service.

Take Survey

Thank you

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Mon, Jan 27, 2025 at 1:42 AM

Still not working anything....

Is there any one who can help me? Via video call or my system access via remote desktop? I will pay 1 million for it please provide me help.

I am very hopeless.

There lot's sensitive information on this account my personal as well as there some..... I can't reveal the name. If someone will use those information or realise into the public lots of conversty will raise in almost entire indi.... Because of all of this I will have to suicide but before that I have to kill my family from my hand. After the this sensitivie information leaked. My family will not able to face humiliation. I think It's my biggest mistake I have choose Google. I have to regret this into my next birth

[Quoted text hidden]

googleone-support@google.com <googleone-support@google.com>
To: singhkhawal@gmail.com

Tue, Jan 28, 2025 at 1:22 AM



Hi Satnam,

Thanks for getting back in touch.

Without registered recovery options or access to active/working recovery phone or email address and other verification details such as backup codes, last used password, most likely (almost zero chance) your account can not be recovered.

If you have access to active/working recovery options, it is recommended to:

- Use automated online account recovery from previous location/ip address where you accessed your account
- With the device or computer that you normally used to access your account as Google will also check it in the backend.
- The link for automated online account recovery: <https://accounts.google.com/signin/v2/recoveryidentifier?flowName=GlifWebSignIn&flowEntry=ServiceLogin>

We sincerely regret that we cannot provide further assistance without recovery options. If you need any further clarification or guidance on using the recovery tool, please don't hesitate to reach out.

Thank you for understanding, and we're here to assist with any additional questions you may have.

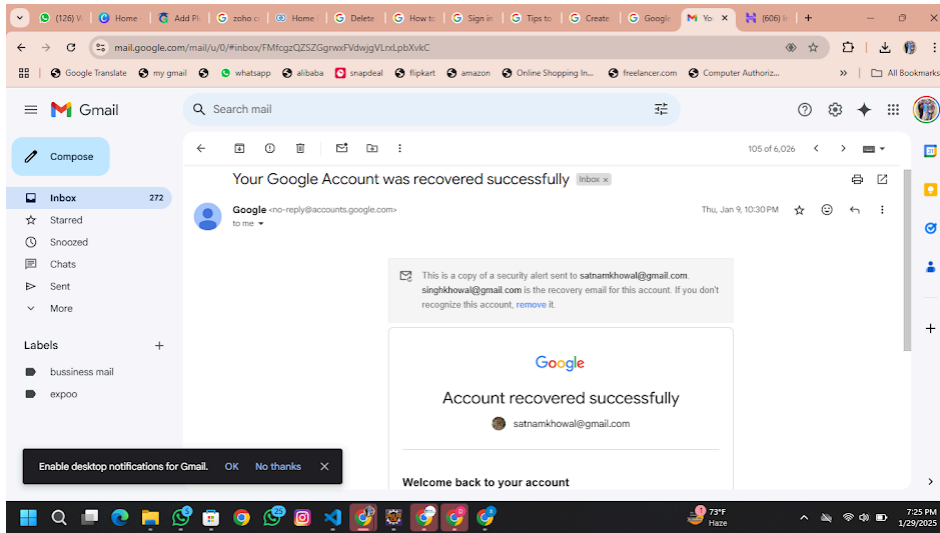
Regards,
Bridget
The Google One team

[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com




Wed, Jan 29, 2025 at 7:36 PM

is there any possibilities by these emails.
I got when hacker was doing something wrong to my email address.



remove link..
right now it is expreid
[Quoted text hidden]

3 attachments

-  **Gmail - Your Google Account was recovered successfully.pdf**
108K
-  **Gmail - Security alert for satnamkhawal@gmail.com third email.pdf**
260K
-  **Gmail - Security alert for satnamkhawal@gmail.com 2nd Mail.pdf**
132K

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Thu, Jan 30, 2025 at 8:38 AM

Still Google one premium ammount getting deducted from my account bank account..
For satnamkhawal@gmail.com
[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Thu, Jan 30, 2025 at 8:00 PM

What about my google console account
My App is hosted on that.

<https://play.google.com/store/apps/details?id=co.ted.mpepg>

[Quoted text hidden]

googleone-support@google.com <googleone-support@google.com>
To: singhkhawal@gmail.com

Fri, Jan 31, 2025 at 1:23 AM



Hi Satnam,

Thanks for getting back in touch.

I'm sorry to hear that you're still being charged for your hacked Google account. I understand how frustrating this must be.

Since the account is compromised, I strongly recommend contacting your bank or payment provider as soon as possible to dispute the charges and prevent further unauthorized transactions. They can assist you in blocking future payments and potentially issuing a refund.

I hope this was helpful. My support doesn't end here. Should you have any other questions, please feel free to reply to this email and we are always happy to help.

Thanks again for contacting Google One Support and wishing you a great week ahead. Stay safe always!

[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Fri, Jan 31, 2025 at 10:01 PM

Please could you tell me the backup
Number added under the Mail account satnamkhawal@gmail.com.
At least I should have an idea who has compromised my account

[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Fri, Jan 31, 2025 at 10:02 PM

Is there any legal way I can file the case in court.

[Quoted text hidden]

googleone-support@google.com <googleone-support@google.com>
To: singhkhawal@gmail.com

Sat, Feb 1, 2025 at 1:25 AM



Hi Satnam,

Thanks for getting back in touch.

Please accept my sincere apologies as we can't access specific details about your Gmail account like backup phone numbers due to privacy concerns.

[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Sat, Feb 1, 2025 at 2:58 AM

Is there Any legal way. I can get my account because this account has my personal information. Photos and Documents all

[Quoted text hidden]

googleone-support@google.com <googleone-support@google.com>
To: singhkhawal@gmail.com

Sat, Feb 1, 2025 at 4:25 AM



Hi Satnam,

Thank you for the reply.

Kindly follow the steps below to be authenticated.

To verify that I'm talking to an authorized person for this account, please go to this website: g.co/verify

Sign in, and then it will ask you, **Did you contact Google Support?** Choose **Yes** to verify.

If you have additional inquiries, please feel free to reply to this email and I will be more than happy to help you.

Thanks,
Ashley
The Google One team

[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Sat, Feb 1, 2025 at 5:03 AM

I am not able to sign in the account satnamkhawal@gmail.com.

This is main issue.....

It asking me google authenticator code.

Google Authenticator I don't have.

[Quoted text hidden]

googleone-support@google.com <googleone-support@google.com>
To: singhkhawal@gmail.com

Sat, Feb 1, 2025 at 8:02 PM



Hi Satnam,

Thanks for the reply.

I may need for you to authenticate the account.

To verify that I'm talking to an authorized person for this account, please go to this website: g.co/verify

Sign in, and then it will ask you, **Did you contact Google Support?** Choose **Yes** to verify.

Looking forward to your response.

[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Sun, Feb 2, 2025 at 9:47 AM

it's not working.
can your team provide me team support

[Quoted text hidden]

Satnam Singh <singhkhawal@gmail.com>
To: googleone-support@google.com

Sun, Feb 2, 2025 at 9:48 AM

it's asking me password and all.
that has been changed. by hacker and all 2FA has been changed

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