

Name	Date Time	Message
Juan	08/11/2022 12:28	I have 2 payment methods to pay my quickbooks subscription. How do I delete one of them?
Assistant	08/11/2022 12:28	Hello there! You are connected to our on-demand team who will answer any of your questions about QuickBooks.
Assistant	08/11/2022 12:28	-
Assistant	08/11/2022 12:30	Help is on the way. You've got a spot in line.
Assistant	08/11/2022 12:35	Don't worry, we haven't forgotten about you. You're still in line to talk to one of our experts.
Assistant	08/11/2022 12:40	Don't worry, we haven't forgotten about you. You're still in line to talk to one of our experts.
Assistant	08/11/2022 12:41	Ronel has joined the chat
Ronel	08/11/2022 12:41	Hi Juan, Thank you for messaging Intuit QuickBooks Online UK, my name is Ronel, I hope you are doing well today!
Ronel	08/11/2022 12:42	I can see you need help of keeping one of your payment method of your QBO sub, is that correct?
Juan	08/11/2022 12:42	I have 2 payment methods to pay my quickbooks subscription. How do I delete one of them?
Ronel	08/11/2022 12:43	I can help you with that. Can you verify to me your company name?
Juan	08/11/2022 12:43	middle beck consulting limited
Ronel	08/11/2022 12:44	Thank you. One moment please.
Ronel	08/11/2022 12:47	Juan? just want to verify are referring with your card details to pay your QBO subs? or the payment frequency change from monthly to annual.
Juan	08/11/2022 12:48	i have 2 card details. i want to delete one of them
Ronel	08/11/2022 12:48	I see.
Ronel	08/11/2022 12:49	To delete one of the card details from your QBO subs. Please go to gear icon or settings > account and settings > billing and subscription tab. Then choose the card info you wish to remove or delete then save.
Juan	08/11/2022 12:51	i have followed your steps, but there is no way to select card and delete it
Ronel	08/11/2022 12:52	Hmm, let me check in my end. One moment please.
Ronel	08/11/2022 12:54	I see, my bad Juan. There's is no option to delete the information but you can update it instead to the new card detail you wanna use to continue your subscription with QBO.
Ronel	08/11/2022 12:54	https://quickbooks.intuit.com/learn-support/en-us/manage-intuit-subscriptions/update-your-billing-and-subscription-info/00/186142
Ronel	08/11/2022 12:54	You can also refer to this link and check Update or change your payment method.
Ronel	08/11/2022 12:55	You can do that by clicking the pencil icon next to your payment method.
Juan	08/11/2022 12:55	i don't want to update the card. I want to delete it
Ronel	08/11/2022 12:57	We understand your request. For now that's the only option we have in QuickBooks but rest assure all your card info is safe in your account. And it wont get charge as long as your not using it as an active billing info for your QBO subscription.
Ronel	08/11/2022 12:57	I suggest you give us a feedback about your concern. And rest assured it will be available in the future updates.
Juan	08/11/2022 12:57	what?
Ronel	08/11/2022 12:58	Is there anything else that I can help you with today?
Juan	08/11/2022 12:59	how do i make a complaint?
Ronel	08/11/2022 13:01	You can give as a feed back by clicking the gear icon then select feedback.
Juan	08/11/2022 13:02	I donlt want to give feedback. I want to make a data protection complaint.
Ronel	08/11/2022 13:03	One moment please.
Ronel	08/11/2022 13:07	File a complaint to QuickBooks. In the top menu bar, go to Help, then QuickBooks Online Help. Click Contact Us. Enter a brief description of your issue in our Ask a question (or tell us what's wrong) field. Press Continue. Select We'll contact you for a callback.