

**mrbillm@newmexico.com**

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**From:** Help Team <support@envato.com>  
**Sent:** Wednesday, May 20, 2020 8:22 AM  
**To:** mrbillm@newmexico.com  
**Subject:** [Important] Your Account Has Been Locked

Hi santafelcos,

We're letting you know, that as a security precaution, your Envato account has been locked. This is due to a Credit Card payment dispute or chargeback raised for a purchase made via your account on Envato Market.

Envato Market includes ThemeForest, CodeCanyon, VideoHive, AudioJungle, GraphicRiver, PhotoDune and 3DOcean — so the purchase was made on one of these marketplaces.

**Please note, the payment dispute or chargeback will need to be closed for your account to be unlocked.**

Need help? You can get in touch [here](#), or email us at support@envato.com.

Your Envato Market Team