



Better Business Bureau, Inc.
Serving the San Francisco Bay Area and Northern Coastal California
PO Box 218
San Leandro, CA 94577

8/13/2026

[REDACTED]

[REDACTED]

[REDACTED]

Thank you for contacting the Better Business Bureau. This message is in regard to your complaint submitted on 8/13/2026 against Roblox Corporation. Your complaint was assigned ID [REDACTED].

Now that I have filed, what is the next step?

We have accepted your complaint and have forwarded it to the business for their response. We have asked the business to reply promptly, but some disputes may take longer than others to conclude. Please be patient as we work to ensure that your concerns are addressed.

What if I do not agree with the response from the business?

It is important for both parties to maintain realistic expectations and respond in a professional, fair and courteous manner. Our goal is for you and the business to be able to work towards an amicable solution. Should this prove difficult, we may offer you and the business the opportunity to participate in binding arbitration. More information about these options can be found at www.bbb.org

What happens if a business does not respond?

The BBB will make every effort to obtain a response from the business, but some businesses simply do not ever contact us. The BBB is not an enforcement agency. We cannot compel a business to respond. However, failure to do so may result in a negative impact on their BBB rating, which may drive away future customers. The BBB can also refer you to other agencies that may be able to assist you, depending on the specific nature of your complaint.

Feedback from consumers is vital to BBB. We appreciate your willingness to report this information to us. We look forward to helping you and the business work toward a resolution. Please do not hesitate to contact me with any additional questions or concerns.

Sincerely,

[REDACTED]

Disputes Resolution Specialist

[REDACTED]