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## How do I cancel my subscription?

Travis - 2023-07-05 - Account Purchase/Cancellation/Reactivation

Cancel Automatic Renewal:

All PIA accounts (except for a select few payment methods) are subscription-based. This means, at the end of every billing cycle, your account will renew automatically.

However, we understand that some users do not want automatic payments or would only like to use our application for a specific amount of time. We offer the option to cancel an accounts automatic payment at any time directly within your Client Control Panel (CCP) which is located on the [My Account page](#) on our Website.

To cancel your accounts automatic payments, please follow the below instructions:

### Step 1: Log into your Client Control Panel (CCP)

Log in to the client control panel using your account username (p1234567) and password.

The screenshot shows a login form titled "Log in to your PIA account". It contains two input fields: "Your username" and "Your password", each with a red eye icon to toggle visibility. Below the fields is a green "Log In" button. At the bottom of the form is a link that says "Forgot password?".

### Step 2: Cancel Subscription

After logging into the CCP select the sub tab "**Subscription Overview**"

Within this page you should see your Subscription Information. You will see three dots to the right of the word "**Subscription**". Once clicked, the option "Turn off Auto Renewal" will appear and can be clicked on to cancel your future payments.

The screenshot shows the PIA account dashboard. On the left is a sidebar with navigation links: Subscription Overview (selected), Account Settings, Downloads, Identity Guard, Dedicated IP, Smart DNS, Contact Support, and Log Out. The main content area displays the user's account information (ID: p1234567, Member since Jul 15, 2021). Under the 'Subscription' section, there is a red box around the 'Turn off auto-renewal' link. Below this, the 'Upgrade subscription' section shows three options: 'Three Years' (recommended, USD \$71.94), 'Two Years' (USD \$62.89), and 'Yearly' (USD \$32.89). At the bottom, there is a green banner for a referral program: 'REFER A FRIEND. GET 30 DAYS FREE. Refer your friends and family. For every sign up we'll give you both 30 days free. Refer a Friend →'.

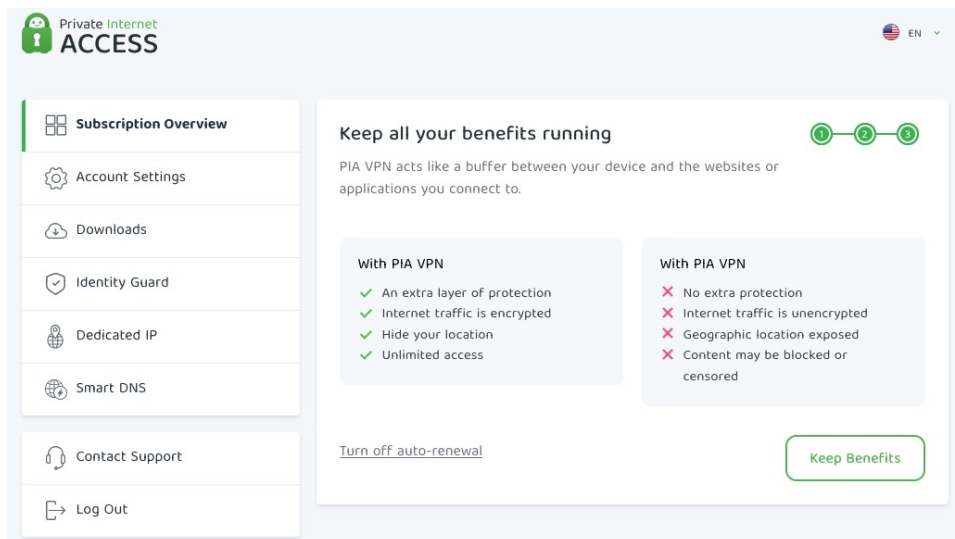
### Step 3: Verify you wish to cancel

After clicking the Cancel Subscription button, a new window will appear that will ask you to verify you wish to continue with the cancellation of your auto-renewal.

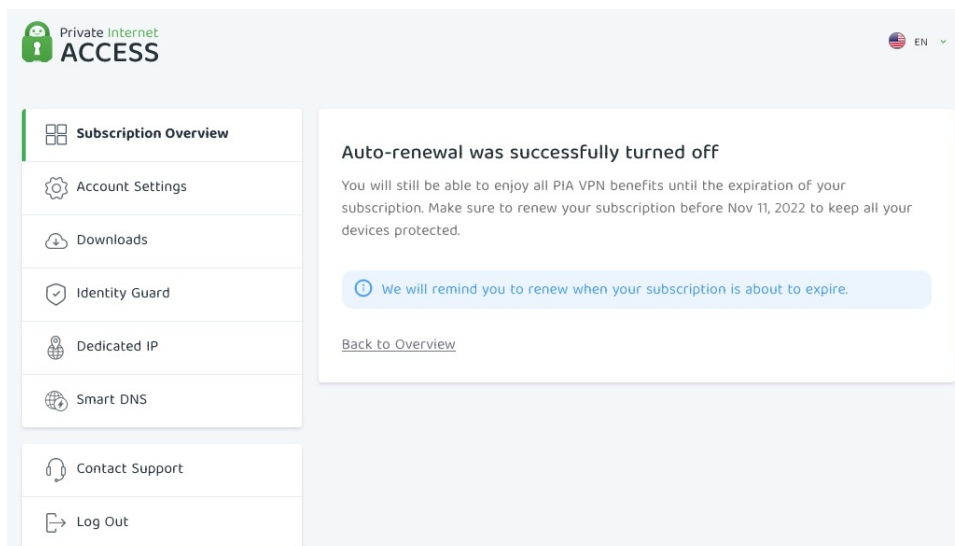
The screenshot shows the 'Turn off auto-renewal' confirmation window. The title is 'Turn off auto-renewal' with a progress indicator (1-2-3) where step 1 is active. The text states: 'You have 344 days left out of your VPN subscription.' Below this is a warning box with a red triangle icon: 'By turning off auto-renewal, you run the risk of leaving all your devices exposed to online threats:'. The warning box contains three icons and labels: 'Exposed internet activity' (laptop icon), 'Geo-restricted content' (lock icon), and 'Vulnerable data' (bug icon). At the bottom, there are two buttons: 'Continue' (text link) and 'Keep Devices Protected' (green button).

You will be asked to provide your main reason for turning off your automatic payments.


Following the cancellation reason, you will be asked to confirm your decision or to keep the automatic payments turned on.




Continuing with the cancellation, you will be greeted with a confirmation screen with a note that a subscription reminder will be sent out before the subscription is set to expire and the option to return to the subscription Overview.





After completing the cancellation, you will be returned to your CCP, where you will see a green button below the subscription information labeled, **“Turn on auto-renewal”**. This will indicate that the subscriptions automatic payments have been successfully cancelled.


Private Internet  
ACCESS


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Subscription Overview


Account Settings


Downloads


Identity Guard

Dedicated IP

Smart DNS

Contact Support

Log Out

p1234567  
MEMBER SINCE JUL 14, 2021

Subscription

SUBSCRIPTION RENEWS ON

Nov 11, 2022

344 DAYS LEFT

90 days free granted

PAYMENT METHOD

Credit Card

[Update payment details](#)

NEXT BILLING

Auto-renewal is off

[See billing history](#)

[Turn on auto-renewal](#)

★ REFER A FRIEND. GET 30 DAYS FREE.

Refer your friends and family. For every sign up we'll give you both 30 days free.

[Refer a Friend →](#)

Additionally, you will receive a confirmation email from our support system stating that we have received a cancellation request for your account.

Tags

Cancel

Cancelled

Payment

payments

Subscription