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## How do I cancel my subscription?

Travis - 2021-03-15 - Account Purchase/Cancellation/Reactivation

If you are wishing to cancel our account's automatic payments you can do so with your Client Control panel located on the My Account page [here](#).

Please know that the method for canceling your account differs depending on what payment method used to create your account.

- If you purchased service directly via a Credit Card, PayPal, Google, or Amazon, you can cancel your subscription directly within your CCP
- For all others, you can simply skip the payment email and your account will expire automatically.

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

1. Log into your CCP [here](#).



## Log in to your PIA account

p1234567

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Log In

[Forgot password?](#)

1. Once in the CCP, under Subscription Overview, you will see the option to “Turn Off Auto-Renewal”.



p1234567

MEMBER SINCE DEC 02, 2020

### Subscription

SUBSCRIPTION RENEWS ON

Feb 01, 2021

20 DAYS LEFT

PAYMENT METHOD

Paypal

[Update payment details](#)

NEXT BILLING

Feb 01, 2021 • USD \$11.95

[See billing history](#)

**TURN OFF AUTO RENEWAL**

1. This will then open a new page asking for thoughts, opinions, and feedback. Once filled out select Complete Cancellation

Did you know that if you turn your automatic renewal off, you risk having your devices unprotected after the current subscription will end?

You still have **19 days** until the subscription renewal!

Please note that this will not initiate a refund automatically, it will allow your subscription to run its course but it will not be renewed when it expires. If you should also wish to be refunded, simply contact our support team:



- via email at [support@privateinternetaccess.com](mailto:support@privateinternetaccess.com)
- [create a ticket on our Support page](#)

Can you please let us know why do you want to turn off your automatic subscription renewal?\*

- I experience connectivity or VPN server problems
- I tried to bypass geo-blocking restrictions, but it didn't work
- I have another reason
- I only needed a Private Internet Access subscription for a short time
- The cost of Private Internet Access subscription is too high for me right now
- I would rather renew it manually when my current subscription expires

1. You will then be brought back to your CCP, Where you will see that your account information has been updated to reflect your cancellation.



**p1234567**

MEMBER SINCE DEC 02, 2020

## Subscription

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**TURN ON AUTO RENEWAL**

Please know that when you cancel your PIA account, you are electing to stop your subscription's automatic renewal. Stopping your subscription's automatic renewal will not fully terminate your account. The subscription will remain active through the time frame that you have already paid for. Your account will then fully terminate at the end of an 11 day grace period following the payment due date. Customers can Stop and or Resume their accounts automatic renewal at any time by logging back into your Client Control Panel.

Tags

Subscription