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Attached are additional supporting evidence in the form of official public communications from the developers/support/operations team (Proxima Beta) for their game "Goddess of Victory: Nikke" that I am making chargeback requests for.

In my numerous transactions, I purchased, through Google (the payment processor), varying amounts of Gems (in-game currency) from the developers (Proxima Beta) for usage with the game (Goddess of Victory: Nikke). These Gem currency were then used in the in-game "Recruitment" feature to obtain various different Characters. The dispute is about the Recruitment feature as well as about the Characters obtained through the Recruitment feature not meeting specification. On November 29, 2022, the developers publicly admitted to issues with the "Recruitment for New Commanders" feature that I spent Gem currency on, as shown in their official communication on the Korean NAVER platform. This was again noted in their official update notice on their website on Dec 4, 2022. On Feb 22, 2023 (after I had made the refund request), the developers officially outlined on their website a long list of fixes to various different Characters that I had previously spent Gem currency to obtain. On March 20, 2023 (after I had made the refund request), the developers officially outlined on their website another set of known issues with Characters that I had spent Gem currency to obtain. These officially acknowledged issues are just a subset of the known issues with Characters that I had previously outlined in my previous supporting evidence.

These official communications from Promixa Beta are clear proof from the merchant (developer)'s side that the product they sold to me was not performing per specification, validating my request for refund per the official Nikke Terms of Service, section 10.

~Philip Peng