"cancel" is an option within MyAccount. Clicking that will take you to a confirmation screen where a user can cancel their subscription, change their plan, or change their mind. If they cancel, they'll get a cancel confirmation screen with the exit survey. If they change plan, they'll go to the change plan variation of select plan.

This story applies to existing subscribed users

1. Scenario: Canceling subscription
I want to cancel my existing subscription in My Account

   Cancel Page:
      I confirm the cancellation.
   Action buttons:
      Clicking "Go Back" stops the cancellation process and returns me to my previous page
      Clicking "Cancel my Subscription" initiates the cancellation process and takes me to the Cancellation Confirmation page

2. Scenario: Cancellation confirmation page
I want to view confirmation of my canceled subscription

   Cancellation confirmation Page:
      This page confirms that my subscription has been cancelled.
      This page must display a scrollable list of survey questions.
   Action buttons:
      Clicking "Submit Survey" submits my survey responses
      If all questions pass validation, the survey answers are submitted to the collector and I am is returned to My Account. I see the changes reflected in my account as a result of cancelling.
      If any questions marked as required are not answered or any questions have malformed answers, the page reloads and an error message displays next to the affected questions.

3. Scenario: Email confirmation
Once the plan is cancelled, I receive the Cancel Subscription Email.
The attributes of the email are:
Name
Email Address
Subscription SKU
Cancellation Requested Date
Cancellation Date
Payment Type

A Web Page

http://

Header

My Acccount
Subhead goes here.

Profile   **Subscription**   Queue   History   Wish List/Orders   Preference

Summary ^

Plan	< Name of Plan >	Change Plan
	[Free trial end notification xx/xx/xxxx]	
Status	< Status >	Cancel Subscription (1)
Billing	< Billing Period >	Purchase Yearly
Add ons	< Add ons purchased/in effect >	Purchase Add ons

Billing Information ^

Billing Method	Visa	Change Payment Method
Card Number	**** **** **** 1234	
Expiration Date	January 2017	
CCV	*** (?)	
Zip/Postal Code	< Zip/Postal code >	

Billing History ^

Date	Item	Service Period	Payment Method	Subtotal	Total
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	$X.xx +tax	$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	$X.xx +tax	$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	visa	$X.xx +tax	$X.xx
xx/xx/xxxx	Plan name or add on service	xx/xx/xxxx - xx/xx/xxxx	Visa	$X.xx +tax	$X.xx

Footer

(1) User has an active account.
User Clicks the visible link "Cancel Plan"

Step #2: View confirmation Info and allow user to back out or change subscription

A Web Page

http://

Header

Cancel Subscription Headline

Cancel sub head

Subscription Status

Email: [email address]
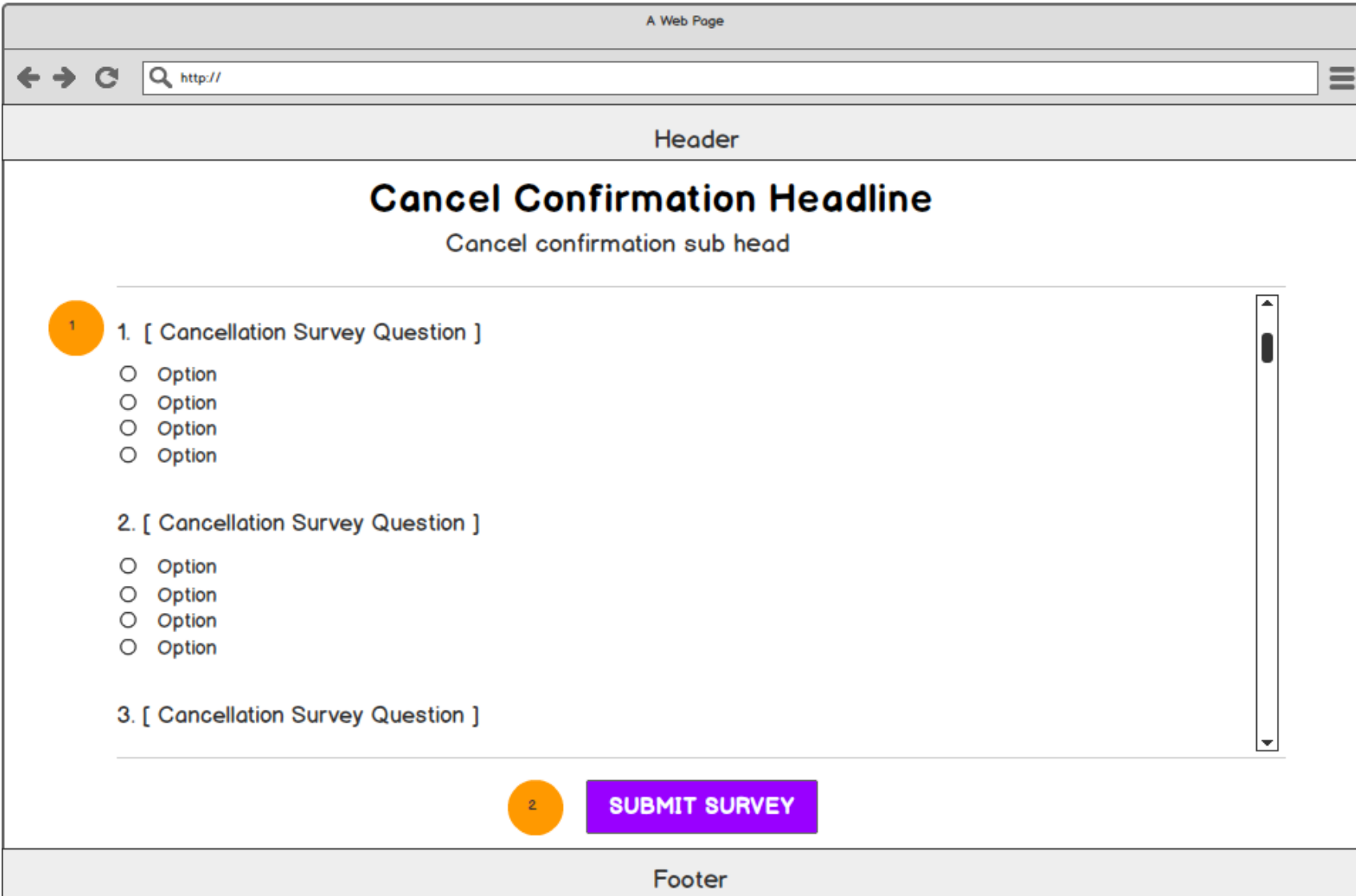Plan: [plan name]
Effective Date: [date plan ends]

Message Area: Any text or info about refunds when the subscription will end, etc

I'VE CHANGED MY MIND

CHANGE MY SUBSCRIPTION

CANCEL SUBSCRIPTION

Footer

1. This message area is the confirmation area of the of the cancel plan selection.
It contains:
1. Plan name
2. Effective Date
3. email address of subscriber

2. "I'VE CHANGED MY MIND" button takes user back the point in the "CHANGE PLAN" flow where they clicked the "Cancel My Subscription" link.

3. "CANCEL SUBSCRIPTION" button intiates the cancel action and sends user to the Post Cancel page with the "Sorry to see you go" and the customer exit survey.

4. "Change my Subscription" button takes user to Change Subscription flow.

A Web Page

Q http://

Header

Cancel Confirmation Headline
Cancel confirmation sub head

1. [Cancellation Survey Question]

- ○ Option
- ○ Option
- ○ Option
- ○ Option

2. [Cancellation Survey Question]

- ○ Option
- ○ Option
- ○ Option
- ○ Option

3. [Cancellation Survey Question]

SUBMIT SURVEY

Footer

1 Cancellation survey questions
Questions are TBD

2 Submit Survey Button sends survey
User is returned to their account/subscription page with
updated info showing that the account is either cancelled
or pending cancellation up to their paid up date.