Mozout

Generated on 28/11/2026 20:57

KNOWLEDGE BASE · PUBLIC DOCUMENT

The emails All in One AI sends: activation, credits added, suspension and reactivation

Getting Started & Activation

CODE	VERSION	COUNTRY · LANGUAGE
RLX-INT-KB-8946	v2026.11.28	International · English

MozOut International
RLX Holdings (Pty) Ltd. · Group RLX Holdings
Tax no. (SARS) 943 907 6234 · Registration no. (CIPC) 2025/667953/07

https://www.my.mozout.com/knowledgebase/8946

The emails All in One AI sends: activation, credits added, suspension and reactivation

Getting Started & Activation Created on **November 28, 2026** 3 min read



All in One AI sends you an email whenever something important changes on your account: when you activate it, when credits are added, when your balance runs low and when our team suspends or reactivates the account. They go to the email address of your MozOut account. Here is what each one says and when it is sent.

Account emails

Email	When it is sent	What it contains
AI Account Activated	When All in One AI is activated for the first time. It is sent only once per account.	It confirms the account is active and, if you received the welcome credits, says how many. It links to the Playground and to buying credits.
AI Credits Added	When the invoice for a credit purchase is paid.	The credits added and your new balance.
AI Account Suspended	When our team suspends the account.	The reason, the balance that is kept and a link to open a support ticket.
AI Account Terminated	When our team terminates the account.	The reason, the balance you had and a link to open a support ticket.
AI Account Reactivated	When our team reactivates the account.	It confirms you can use AI again, with a link to the Playground.

Balance notices

Email	When it is sent	How often
AI Low Balance	Your credit balance has dropped below the warning level.	Once each time it drops. It is only sent again after the balance goes back above that level.

Email	When it is sent	How often
AI Balance Empty	Your balance is below 1 credit and you used AI in the last 30 days.	Once. It can be sent again after a top-up.
AI Monthly Usage	Between the 1st and the 3rd of each month, with a summary of the previous month.	Only if you made at least one AI request that month.

Balance notices only go to active accounts, and there is no option to turn them off in your notification preferences.

What does not send an email

Deactivating All in One AI does not send an email. Reactivating it after you deactivated it yourself does not either: the page confirms it straight away. The "AI Account Reactivated" email is only for when our team reactivates a suspended or terminated account. See **what is kept when you deactivate**.

None of these emails asks for your API key.
Support does not need it either. If someone asks you for it in the name of MozOut, do not send it, and **open a support ticket**.

Did not get one of these emails? Check your spam folder and confirm your account email address in My MozOut. Your balance and every top-up are also shown on the **All in One AI** page.

RECOMMENDED

Want to see your balance and top-ups? Open All in One AI.

See All in One AI →

SEE ALSO

- **Activating All in One AI and getting your 100 welcome credits**
- **When All in One AI is suspended: the account_suspended error and what to do**
- **Checking your AI credit balance: the page, GET /v1/ai/balance and aio balance**
- **Deactivating or reactivating All in One AI: what is kept and what stops**
- **All in One AI**

Mozout

MozOut International

RLX Holdings (Pty) Ltd. · Group RLX Holdings

TAX NO. (SARS)	943 907 6234
REGISTRATION NO. (CIPC)	2025/667953/07
REGISTERED OFFICE	1111 Olive Street Saint Louis 63101, Missouri, United States
CONTACT	info@mozout.com · +27 78 823 3325 · www.mozout.com
OPENING HOURS	Monday to Friday - 08 AM to 04 PM Saturday & Sunday - Closed

Online version of this document

RLX-INT-KB-8946 · v2026.11.28 · Generated on 28/11/2026 20:57