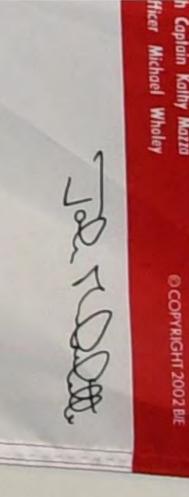


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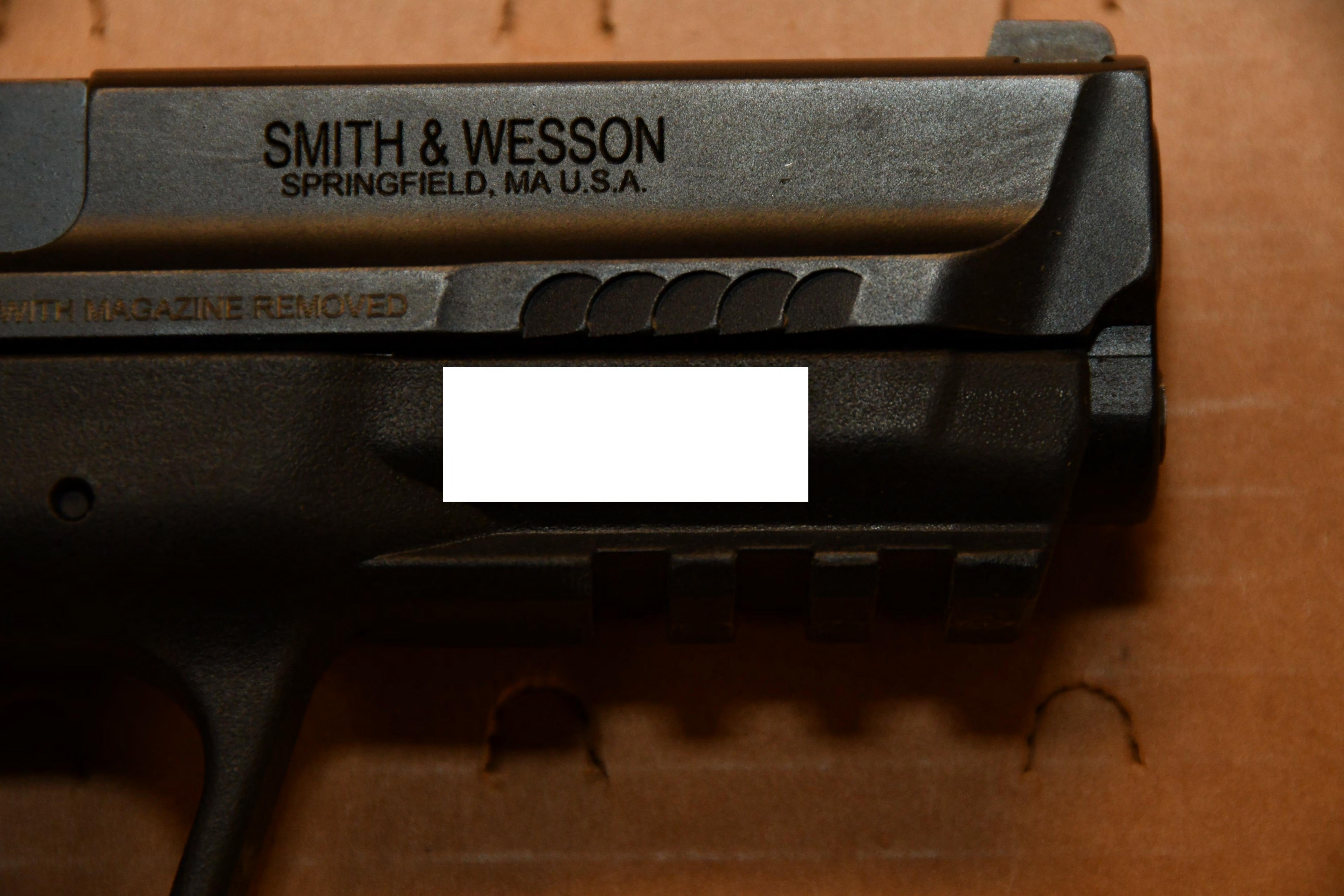
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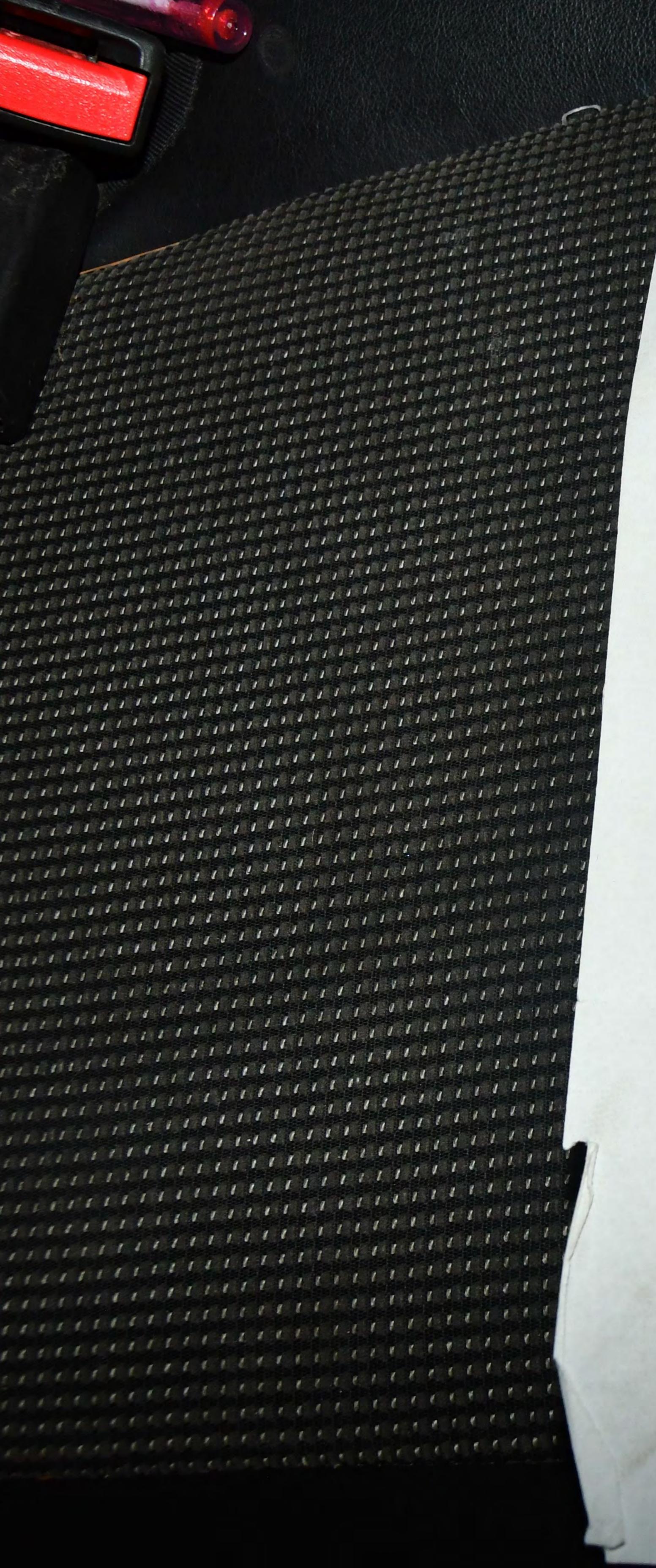
Elizabeth B. Client Resolution Special

Best Regards. Elizabeth B.

TONYA DENTON 1694 OMAR DR COLUMBUS, OH 43207 2748

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March 2, 2018 RE: \*\*\*\*\*\*1241

## TONYA DENTON

GOLOMBOS, ON 43207-2748

## Dear TONYA DENTON:

Your business is important to us. We are committed to providing you with excellent service, and to keeping you well informed of any changes affecting your account. Today, we are writing to let you know that we have completed our research into your inquiry regarding the transaction(s) listed on the attached

with regret that we inform you the merchant has provided proof of authorization and denied our request to return this item. Please contact merchant directly for resolution. Account is in the amount of \$178.64. It is to return this item. Please contact merchant directly for resolution. As a result, this credit will be removed on March 9, 2018.

Checks, drafts, and pre-authorized transfers will be paid according to the balance in your account during the 5 business days prior to the removal of this credit.

Thank you for your patience in this matter. If you have any additional questions, or would like to request copies of the documentation we relied upon in making this determination, please feel free to contact us toll-free at 1-866-203-6255, (TTY/TDD: 1-800-539-8336 for our hearing impaired clients), Monday through Friday from 8:00 a.m. to 5:00 p.m. EST or email us at ACH\_Disputes@Keybank.com.

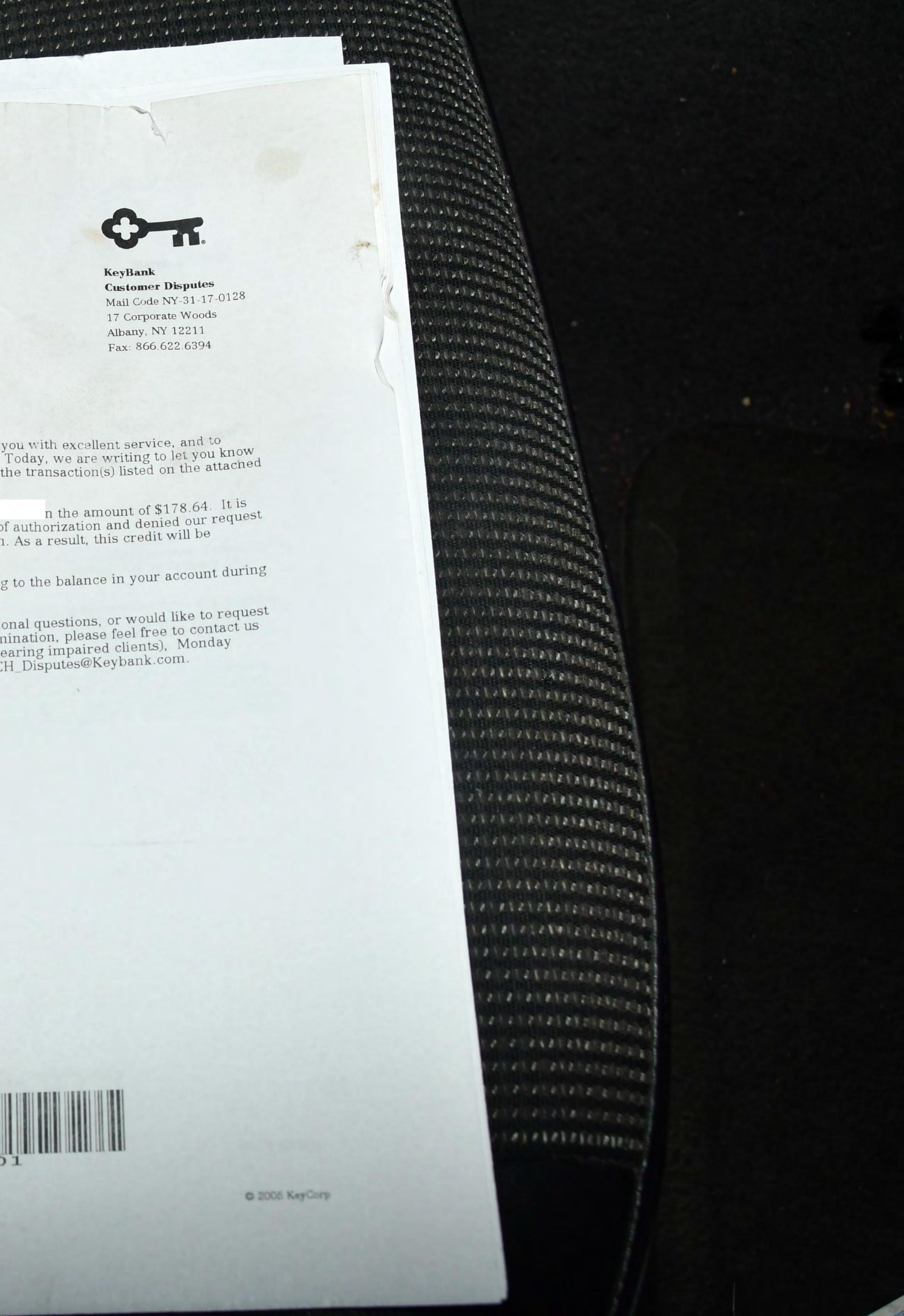
Best Regards, Elizabeth B.

Elizabeth B. **Client Resolution Specialist** 



KeyBank **Customer Disputes** Mail Code NY-31-17-0128 17 Corporate Woods Albany, NY 12211 Fax: 866.622.6394















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