

Kissimmee, May 13, 2022

Attention
Cardholder Services
Bank&Risk Operations
PO Box 551617
Jacksonville, FL 32255

After greeting you, I am sending you the following information:

My name is **IVAN HUMBRIA FERGUSON**, I have a RAPID! card with the number **5314-6200-5836-3438**, where I receive my weekly pay for my work.

On Friday 4/29/22 I went to the ATM to withdraw the cash for the week's work and deposit it in another account, (as I always do), when the ATM screen said that I did not have enough money to withdraw.

On Saturday 4/25/22, I called your offices (RAPID!) to get information about this and they informed me that on Friday at approximately 2:15 a.m. they deposited my payment and by mid-morning they had already debited my card at a merchant named TARGET located in NY BRONX, a total of 6 charges or purchases, for the following amounts.

1. \$55,00
2. \$55,00
3. \$106,00
4. \$75,12
5. \$15,57
6. \$29,00

Through this letter, I want to make it clear that I have not made any of these transactions with my RAPID! card, nor have I authorized anyone to use it.

I do not know the store or business where it was used nor the city of NY, since I work and reside in Orlando Florida. Also, I normally only use this card at the ATM to withdraw my paycheck and deposit it in another account as I explained before.

I appreciate what you can do in this regard, in relation to the return of my money.

I remain attentive to your comments

IVAN HUMBRIA FERGUSON
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