

Mail or Fax Response To:

ExpiTrans, Inc.
 Retrieval & Chargeback Department
 P.O. Box 540
 Myersville, MD 21773

RETRIEVAL REQUEST

Fax: 706-644-5210
 24 hours/7 days per week

11/29/2018

COLOSSUS VENTURES
 TAREK KAMAL
 3831 RAILROAD AVE
 PITTSBURG CA 94565-6527

Your Case Number is: 2018333017063

Your Merchant Number is: 9221000000004168, 601121049000355

*** THIS IS A NON-FINANCIAL REQUEST FOR INFORMATION ***

IMMEDIATE ACTION MUST BE TAKEN TO AVOID A POSSIBLE DEBIT TO YOUR ACCOUNT:

<u>Transaction Date</u>	<u>Transaction Amount</u>	<u>Cardholder Number</u>	<u>Processing Reference</u>
11/23/2018	\$70.00	601129XXXXXX5279	76506708327900652537048
<u>Posting Date</u>	<u>Bin/Ica</u>	<u>Request ID</u>	<u>Cardholder Name</u>
11/23/2018	650670	596410608150625	UNKNOWN

<u>Authorization Code</u>	<u>POS Entry Mode</u>	<u>Family ID</u>	<u>Chargeback DDA</u>
02346R		20534576	XXXXX6382

Issuer's Retrieval Reason

Transaction Documentation Request Due to Cardholder Dispute I was told a credit would be issued, but it wasn't.- C.V. identified themselves as Roku cust. serv. rep.I called their #1.855.255.4920 right above the "Activate Now" button. Was told I had to pay \$70 to activate device. I paid. then called Roku who said they DO NOT charge for device activation. Called Discover Card, they gave another phone number for C.V. -i called & was told they would issue credit. Credit not posted - Fradulent transaction.

***** PLEASE BE AWARE *****

- o Failure to provide the requested transaction documentation by 12/8/2018 can result in a chargeback, in which Discover regulations do not allow a reversal.
- o You are required to provide for a face to face sale: a signed and imprinted or signed and magnetic swiped sales slip showing the truncated card number, transaction date, approval code, amount, merchant name and address. For a non face to face sale: an order form/invoice reflecting the truncated card number, transaction date, approval code, amount, merchant name and address, bill to & ship to addresses of customer, positive address verification (AVS) response and proof of delivery to the AVS confirmed address.
- o Note when faxing or mailing your response, this retrieval request letter must be returned, immediately followed by your supporting documentation. If supplying multiple responses together, please ensure the retrieval advice is provided for each case, immediately followed by the documentation specific to that case.
- o It is your responsibility to confirm receipt of your documentation to our office. If you have questions concerning this request, or if the merchant information above is incorrect, please contact ExpiTrans, Inc. at (888) 270-3642.

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Please allow 24 hours for processing your documentation before you call to confirm receipt.