Wednesday, November 3, 2021

Direct Express® – Fraud Services

PO Box 245998

San Antonio, TX 78224-5998

Re: Account No. \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Name Last 4 SSN: \_\_\_\_\_ DOB: \_\_\_\_\_\_\_

UNAUTHORIZED CHARGE DISPUTE AND REPORT OF SUSPECTED IDENTITY THEFT

Dear Direct Express,

Your records of my Direct Express Debit Card account indicate that the following charges were made against my account:

Date Amount Merchant

1/2/2020 $700 Albertson’s Las Vegas, NV

1/3/2020 $500 ATM – Pete’s Title Pawn – Las Vegas, NV

I did not make these charges nor authorize anyone else to do so. I had no knowledge of these charges until I learned that the money had been taken from my account. I believe that this account was the result of identity theft.

I never made these charges or received any benefit from them. I hereby demand that you immediately return ALL of my $1,200. I also request that you send me written confirmation once you have complied with this request, as well as account statements for the past 3 months. This is very alarming to me and I fully expect you to do everything in your power to help me resolve this issue and bring the person who made these charges to justice.

Thank you.

Name

Address

City, State ZIP