Wednesday, November 3, 2021

Direct Express® – Fraud Services Department

PO Box 245998

San Antonio, TX 78224-5998

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

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

UNAUTHORIZED CHARGE DISPUTE AND REPORT OF SUSPECTED THEFT

Dear Direct Express,

This letter is to inform you that my Direct Express debit card has been lost or stolen. I last used the card to make a $300 ATM withdrawal last month, and have not used the card since then. Any charges made on the card since that time were not authorized by me or made with my knowledge.

I never made these charges or received any benefit from them. I hereby request that you immediately deactivate that card and send me a new one. I also request that you refund all of the money that was taken from my account by the thief, and that you send me written account statements for the past three months, and that you continue sending me written monthly statements from now on.

Thank you in advance for your cooperation.

Name

Address

City, State ZIP