



MutualOne.com
508.820.4000
PO Box 9006
Framingham MA 01701

Offices in Framingham and
Natick

August 4, 2023

Re: Account Number Ending in

Dear:

Thank you, for your recent inquiry regarding your MutualOne Bank Debit Card. It is our intention to assist you in any way possible. We have, therefore, provided provisional credit for the following disputed transaction.

\$38.50 WARRANTY SERVIC 16490 BAKE PKWY STE 85587709578 CA 8/1 (FIS)

These funds will be in your account pending our research of the disputed transaction. However, please note this is PROVISIONAL credit and may be reversed if our research determines the transaction is valid.

Resolution of Claim - Cancelled

This letter is to also inform you that we have cancelled our investigation regarding your electronic fund transfers claim dated 8/1/2023.

\$464.02 ACI DRVFIN 8585 STEMMONS FWY 9 DALLAS TX 7/18 (FIS)

You notified the MutualOne Bank at the branch you did do this transaction on 8/2/2023.

We regret any inconvenience this matter may have caused you. If you have any questions or need additional information, please contact Client Services at (508) 820-4000.

Sincerely,

Donna M Sahely

Donna M Sahely
Senior Operations Specialist