

SYNCHRONY BANK
P.O. Box 965004
Orlando, FL 32896-5004

8948

12/10/2015

MICHAEL HARBUCK
1545 E INDIAN SCHOOL RD
PHOENIX AZ 85014-4901

Account Number Ending In: 3595

Dear MICHAEL HARBUCK,

Thank you for your recent inquiry regarding your PayPal™ Smart Connect account, and the opportunity to be of service to you.

We understand that you believe the amount of your sale or credit is different from the amount that posted on your billing statement. To assist us in resolving this issue, we need documentation of the sale or credit. Please review below and send us the document(s) needed to complete our research. If you do not have this information, please refer to your local store for assistance.

- **Incorrect Sale Amount:** A copy of your sales receipt, invoice, order confirmation, merchant email, web page or other documentation that shows the correct transaction amount.
- **Merchandise Returned to the Store:** A copy of your credit receipt that shows the merchandise was returned.
- **Merchandise Returned via a Shipping Carrier:** A copy of the Shipper Trace Response Delivery Notification obtained from the carrier you used to return your merchandise.

Please mail or fax this information to the address or number below and include a copy of this letter. Upon receipt of the above outlined information, we will take the necessary steps to ensure the proper adjustment(s) is made to your account. If we do not receive your response within 20 days of the date of this letter, we will consider the balance to be correct.

SYNCHRONY BANK / PayPal Smart Connect
P.O. Box 965011
Orlando, FL 32896-5011
Fax: 1-866-650-3869

We appreciate you as a valued PayPal Smart Connect customer and hope you will continue to shop with us. If you have any questions or if we may be of further assistance, please contact us at the toll free number below.

Account is owned by SYNCHRONY BANK