

Mobile [REDACTED]  
Email [REDACTED]

*Passion to Perform*

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**From:** Derek Johnson  
**Sent:** Monday, May 16, 2016 11:43 AM  
**To:** Jj Litchford  
**Cc:** Margie Edwards; Michelle Yoo; Judy Ekwughalu; Armen Brash  
**Subject:** Reg E Review - Error Resolution Process - Client notification letter for provisional credit & Final determination letter [I]

Classification: **For internal use only**

This is a follow-up to an email dated May 11, 2016.

Hello JJ,

An EFT error was processed for the following account:  
Jeffrey Epstein [REDACTED] provisional credit in the amount of \$334.33 on 3/8/2016.

Can you please provide a copy of the cardholders signed statement of disputed items, provisional credit letter and final notification letter that was sent to the client. I did look on dbForce and was unable to locate. I have attached a copy of the email showing approval of provisional credit dated 3/8/2016. If you have any questions concerning my request, please let me know.



Derek Johnson  
Compliance Officer | Compliance Testing

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