

American Express
Fraud Operations
P.O. Box 981541
El Paso, TX 79998



www.americanexpress.com

June 04, 2012

4102L0513L2A



██████████
9 E 71st Street
New York, NY 10021-4102

Account Ending In: 11021

Dear ██████████:

Thank you for making us aware of the unauthorized charge(s) on your American Express account.

We are crediting your account for \$17,584.02. This credit will appear on an upcoming statement.

We always aggressively pursue the arrest and prosecution of any individual(s) that have made unauthorized charges. If we need additional information from you we will contact you before 08/10/2012 or you may consider this case closed.

Due to the fraudulent activity on your account, the account number referenced above has been invalidated. If you require a new card, please call our Card Replacement Unit at 1-██████████ at your earliest convenience. To avoid interruption for any recurring charge(s), such as wireless phone providers, you should advise the service establishment(s) of your new account number.

Any interest charges and/or miscellaneous fees that may have been billed to your account as a result of the fraudulent charges will be credited accordingly.

The credit adjustments above reflect all fraudulent charges billed to your account. Any merchant credits that were received towards the fraudulent charges will be debited in order to avoid duplicate credits. Any debits would appear on an upcoming statement.

We regret any inconvenience you may have experienced. Thank you for the opportunity to assist in this matter.

Sincerely,

P. Hopkins
Fraud Services
Dispute Reference Number: MG80737



The issuer of this card is American Express Centurion Bank.

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