



Card Number Ending in - 4554
Statement Period 01/20/2016 through 02/20/2016

American Express Serve
4315 S 2700 W
Salt Lake City, UT 84184
www.serve.com

cozette jones
2334 austin hwy
2103
san antonio, TX 78218

Main Account Summary

	AMOUNT
Beginning Balance	\$0.00
Money Added	\$0.00
Transfer In and Credits	\$0.00
Check Withdrawals	\$0.00
Withdrawal ACH	\$0.00
Transfer Out and Debits	\$0.00
Fees	\$0.00
Closing Balance	\$0.00

Important Information For Accounts

Change of Address: Please call us at the telephone number listed on the front of the statement or go online to <http://www.serve.com> to change your address.

American Express Serve User Agreement When you registered for an American Express Serve Account, you agreed that your Account would be governed by the terms of the American Express Serve Consumer User Agreement that included a Fee Schedule. The current version of the User Agreement is always available at <http://www.serve.com/legal>. The User Agreement governs all transactions relating to your Account, including transactions adding money to your Account and withdrawals. Please be advised that as stated in the User Agreement, you will not receive interest or any other earnings on funds in your Account (including funds in a Reserve) or Subaccount.

Electronic Transfers: IN CASE OF ERRORS OR QUESTIONS ABOUT ELECTRONIC TRANSFERS INVOLVING YOUR ACCOUNT AND TO CONFIRM PRE-AUTHORIZED TRANSFERS TO YOUR ACCOUNT call us at 1-800-954-0559 or International Collect: 1-801-449-4019 (Customer Service is available 24 hours a day, seven days a week) or write to us at American Express, Customer Relations, 4315 S 2700 W, MC 02-04-40, Salt Lake City, UT 84184-0440 as soon as you can.

If you think your statement or receipt is wrong or if you need more information about a transfer listed on the statement or receipt, we must hear from you no later than 60 days after we sent the FIRST statement on which the problem or error appeared.

- (1) Tell us your name and account number (if any).
- (2) Describe the error or the transfer you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- (3) Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within ten (10) business days. We will investigate and determine whether an error occurred within ten (10) business days after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within ten (10) business days for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within ten(10) business days, we may not credit your account. For errors



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involving new accounts, point-of-sale, or foreign-initiated transactions, we may take up to ninety (90) days to investigate your complaint of question. For new accounts, we may take up to twenty (20) business days to credit your account for the amount you think is in error. We will tell you the results within three (3) business days after completing our investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that we used in our investigation.