

Stripe Dispute Evidence Packet

Dispute ID: du_1SSt0vQ39OipcEFEHTk3bgEp

1. Dispute Summary

Disputed Amount: 1.00 USD

Reason: fraudulent

Status: warning_needs_response

Charge ID: ch_3SSt0uQ39OipcEFE0auTQioX

Payment Intent ID: pi_3SSt0uQ39OipcEFE0Sh9fN2M

Created At: 11/13/2025, 5:24:09 AM

Evidence Due By: 11/21/2025, 11:59:59 PM

2. Transaction & Customer Details

Additional transaction and customer details can be provided in the summary text when submitting this packet to Stripe.

3. Evidence Index

This section lists each evidence file attached to this dispute and the type of claim it supports.

Type	Filename	Size	Uploaded
invoice	john_carstea_device_log_events.png	162.5 KB	11/17/2025
chat	john_carstea_devices.png	52.9 KB	11/17/2025
tos	allan_koval_device_log_events.png	167.2 KB	11/17/2025
screenshot	allan_koval_devices.png	52.2 KB	11/17/2025
other	dispute_du_1SSt0vQ39OipcEFEHTk3bgEp_1763411264807.pdf	277.5 KB	11/17/2025

4. Notes

This packet is intended to provide a clear, consolidated view of the disputed transaction and all supporting evidence.

Each image-based exhibit (for example, screenshots of receipts, policies, system logs, or delivery confirmations) is embedded in the

following pages.
For other file types
that cannot be
embedded directly
(such as certain
documents or
exports), make sure
any key information is
captured in
screenshots or
summary images
uploaded here so that
everything can be
reviewed in this single
packet.

5. Evidence Exhibits

The following pages contain embedded copies of image-based evidence (for example, screenshots of receipts, policies, system logs, or delivery confirmations).

Exhibit – INVOICE

Filename: john_carstea_device_log_events.png
Uploaded: 11/17/2025, 8:56:10 PM

Security > Investigation tool > Draft investigation

Device log events									
User email		Is	User email						
<input type="text" value="john.carstea@us.belfor.com"/>  									
ADD CONDITION									
GROUP RESULTS									
SEARCH									
Showing 1–100 of 708 results		Select results on all pages		Export all	Actions 				
<input type="checkbox"/>	Date	Device ID	Event	Description	User email	Device type	Device model		
<input type="checkbox"/>	2025-11-17T07:06:59-05:00	c5e10...5ed03839	Device sync event	John Carstea's account synced on Latitude 5510	john.carstea@us.belfor.com	Windows	Latitude 5510		
<input type="checkbox"/>	2025-11-17T07:02:33-05:00	c5e10...5ed03839	Device sync event	John Carstea's account synced on Latitude 5510	john.carstea@us.belfor.com	Windows	Latitude 5510		
<input type="checkbox"/>	2025-11-16T04:21:07-05:00	ABczY..7UShA2cW	Device sync event	John Carstea's account synced on iPhone 12	john.carstea@us.belfor.com	iOS	iPhone 12		
<input type="checkbox"/>	2025-11-16T04:21:02-05:00	ABczY..7UShA2cW	Device sync event	John Carstea's account synced on iPhone 12	john.carstea@us.belfor.com	iOS	iPhone 12		
<input type="checkbox"/>	2025-11-15T17:20:25-05:00	ABczY..7UShA2cW	Device sync event	John Carstea's account synced on iPhone 12	john.carstea@us.belfor.com	iOS	iPhone 12		
<input type="checkbox"/>	2025-11-15T17:20:20-05:00	ABczY..7UShA2cW	Device sync event	John Carstea's account synced on iPhone 12	john.carstea@us.belfor.com	iOS	iPhone 12		
<input type="checkbox"/>	2025-11-14T22:46:05-05:00	ABczY..7UShA2cW	Device sync event	John Carstea's account synced on iPhone 12	john.carstea@us.belfor.com	iOS	iPhone 12		
<input type="checkbox"/>	2025-11-14T18:00:32-05:00	ABczY..7UShA2cW	Device sync event	John Carstea's account synced on iPhone 12	john.carstea@us.belfor.com	iOS	iPhone 12		
<input type="checkbox"/>	2025-11-14T18:00:27-05:00	ABczY..7UShA2cW	Device sync event	John Carstea's account synced on iPhone 12	john.carstea@us.belfor.com	iOS	iPhone 12		
<input type="checkbox"/>	2025-11-14T11:18:55-05:00	c5e10...5ed03839	Device sync event	John Carstea's account synced on Latitude 5510	john.carstea@us.belfor.com	Windows	Latitude 5510		
<input type="checkbox"/>	2025-11-14T10:56:40-05:00	c5e10...5ed03839	Device sync event	John Carstea's account synced on Latitude 5510	john.carstea@us.belfor.com	Windows	Latitude 5510		
<input type="checkbox"/>	2025-11-14T10:44:45-05:00	c5e10...5ed03839	Device sync event	John Carstea's account synced on Latitude 5510	john.carstea@us.belfor.com	Windows	Latitude 5510		
<input type="checkbox"/>	2025-11-14T10:39:10-05:00	c5e10...5ed03839	Device sync event	John Carstea's account synced on Latitude 5510	john.carstea@us.belfor.com	Windows	Latitude 5510		
<input type="checkbox"/>	2025-11-14T10:32:54-05:00	c5e10...5ed03839	Device sync event	John Carstea's account synced on Latitude 5510	john.carstea@us.belfor.com	Windows	Latitude 5510		

Exhibit – CHAT

Filename: john_carstea_devices.png
Uploaded: 11/17/2025, 8:56:23 PM

Devices > Mobile and endpoints

Devices Showing user devices for your assigned organizational units									Sear
Status: All	Email: "john.carstea@us.belfor.com" ×			+ Add a filter					
<input type="checkbox"/>	Device Name	Name	Email	OS	Ownership	First Sync	Last Sync	↓	Status
<input type="checkbox"/>	John's Latitude 5510	John Carstea	john.carstea@us.belfor.com	Windows 10.0.19045	User owned	1885 days ago	4 hours ago	✓	Approved
<input type="checkbox"/>	John's iPhone 12	John Carstea	john.carstea@us.belfor.com	iOS 18.6.2	User owned	747 days ago	1 day ago	✓	Approved
<input type="checkbox"/>	John's iPhone SE (2nd gener...	John Carstea	john.carstea@us.belfor.com	iOS 16.6.1	User owned	991 days ago	747 days ago	✓	Approved

Exhibit – TOS

Filename: allan_koval_device_log_events.png
Uploaded: 11/17/2025, 8:56:31 PM

Security > Investigation tool > Draft investigation

Device log events Filter Condition builder

User email Is User email allan.koval@us.belfor.com X

ADD CONDITION

GROUP RESULTS

SEARCH

Showing 1–100 of 1179 results Select results on all pages Export all Actions ?

<input type="checkbox"/>	Date	Device ID	Event	Description	User email	Device type	Device model	
<input type="checkbox"/>	2025-11-17T07:49:47-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	
<input type="checkbox"/>	2025-11-17T05:00:30-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	
<input type="checkbox"/>	2025-11-17T01:00:29-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	
<input type="checkbox"/>	2025-11-16T21:00:27-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	
<input type="checkbox"/>	2025-11-16T17:00:26-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	
<input type="checkbox"/>	2025-11-16T13:00:25-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	
<input type="checkbox"/>	2025-11-16T09:00:23-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	
<input type="checkbox"/>	2025-11-16T07:27:00-05:00	ABczY_deKyaXV	Device sync event	Allan Koval's account synced on iPhone SE (2nd gen)	allan.koval@us.belfor.com	iOS	iPhone SE (2nd genera	
<input type="checkbox"/>	2025-11-16T07:23:24-05:00	ABczY_deKyaXV	Device sync event	Allan Koval's account synced on iPhone SE (2nd gen)	allan.koval@us.belfor.com	iOS	iPhone SE (2nd genera	
<input type="checkbox"/>	2025-11-16T07:08:23-05:00	ABczY_Dm5ZUNSS	Device sync event	Allan Koval's account synced on iPad Pro 12.9-inch (6th	allan.koval@us.belfor.com	iOS	iPad Pro 12.9-inch (6th	
<input type="checkbox"/>	2025-11-16T07:08:18-05:00	ABczY_Dm5ZUNSS	Device sync event	Allan Koval's account synced on iPad Pro 12.9-inch (6th	allan.koval@us.belfor.com	iOS	iPad Pro 12.9-inch (6th	
<input type="checkbox"/>	2025-11-16T05:00:22-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	
<input type="checkbox"/>	2025-11-16T01:00:21-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	
<input type="checkbox"/>	2025-11-15T21:00:19-05:00	b9381_181f684a	Device sync event	Allan Koval's account synced on Latitude 5540	allan.koval@us.belfor.com	Windows	Latitude 5540	

Exhibit – SCREENSHOT

Filename: allan_koval_devices.png
Uploaded: 11/17/2025, 8:56:38 PM

Devices > Mobile and endpoints

Devices Showing user devices for your assigned organizational units									Sear
<input type="checkbox"/> Status: All	Email: "allan.koval@us.belfor.com" <input type="button" value="X"/>			<input type="button" value="+ Add a filter"/>					
	Device Name	Name	Email	OS	Ownership	First Sync	Last Sync	↓	Status
<input type="checkbox"/>	Allan's Latitude 5540	Allan Koval	allan.koval@us.belfor.com	Windows 10.0.22621	User owned	691 days ago	3 hours ago	 Approved	
<input type="checkbox"/>	Allan's iPhone SE (2nd gene...	Allan Koval	allan.koval@us.belfor.com	iOS 18.6.2	User owned	990 days ago	1 day ago	 Approved	
<input type="checkbox"/>	Allan's iPad Pro 12.9-inch ...	Allan Koval	allan.koval@us.belfor.com	iOS 18.6.2	User owned	771 days ago	1 day ago	 Approved	

Referenced file (not embedded): dispute_du_1SSt0vQ39OipcEFEHTk3bgEp_1763411264807.pdf
(277.5 KB)