

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

Filter

Condition builder

User email

Is

User email
john.carstea@us.belfor.com

X

ADD CONDITION

GROUP RESULTS

SEARCH

Showing 1–100 of 708 results

Select results on all pages

Export all

Actions

Date

Device ID

Event

Description

User email

Device type

Device model

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

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

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

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

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

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

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

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

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

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

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

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

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

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](#)

Search

Status: AllEmail: "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

×

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...deKXyaXV	Device sync event	Allan Koval's account synced on iPhone SE (2nd generation)	allan.koval@us.belfor.com	iOS	iPhone SE (2nd generation)	
<input type="checkbox"/>	2025-11-16T07:23:24-05:00	ABczY...deKXyaXV	Device sync event	Allan Koval's account synced on iPhone SE (2nd generation)	allan.koval@us.belfor.com	iOS	iPhone SE (2nd generation)	
<input type="checkbox"/>	2025-11-16T07:08:23-05:00	ABczY...DmSZUNSS	Device sync event	Allan Koval's account synced on iPad Pro 12.9-inch (6th generation)	allan.koval@us.belfor.com	iOS	iPad Pro 12.9-inch (6th generation)	
<input type="checkbox"/>	2025-11-16T07:08:18-05:00	ABczY...DmSZUNSS	Device sync event	Allan Koval's account synced on iPad Pro 12.9-inch (6th generation)	allan.koval@us.belfor.com	iOS	iPad Pro 12.9-inch (6th generation)	
<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

Search

Status: All

Email: "allan.koval@us.belfor.com" ✕

+ Add a filter

<input type="checkbox"/>	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_1SSSt0vQ39OipcEFEHTk3bgEp_1763411264807.pdf (277.5 KB)