Eman Youssef

347.891.5584

Client lives in Queens

TD Bank Credit Card

$7,500 in fraudulent charges in one week

Charges started on July 15, 2024

Filed a police report

Police have videos of two black people making charges at McDonald’s

Disputed to TD Bank, claim was denied

Client never late on any of her credit card payments

TD Bank denied dispute because said someone used the physical card

Card had a zero balance before fraud charges were made

Had many calls with TD Bank

Made many visits to bank in person

Sent many faxes to TD Bank

An employee of TD Bank told client that her son used the card

Client has no sons but 4 daughters

First called TD Bank

Second time went into TD Bank, they told her to file a police report and return it to them.

Told her maybe it was her son who used her card.

Local TD Bank manager told her she needed to file a lot of claims with TD Bank before they would remove it.

Third claim with TD Bank was over the phone.

Fourth dispute was at a local branch.

Fifth time went to branch in Manhattan.

In total went to local branch three times and once to Manhattan branch.

Client always had possession of her credit cards with her. Took them to Egypt with her.