

# Real-World Scenario Resolver

Apply record-keeping skills to common financial challenges



## Overdraft Crisis



## Disputed Charge



## Tax Preparation

### The Problem

You receive an alert that your account is -\$45. You thought you had \$200. Two more pending charges of \$30 each could trigger additional overdraft fees of \$35 each.

### Resolution Steps

- 1 **Transfer funds immediately** from savings or another account to cover the negative balance and pending charges.
- 2 **Review recent transactions** to find what caused the discrepancy. Check for forgotten automatic payments or duplicate charges.
- 3 **Call your bank** to request overdraft fee reversal. First-time requests are often granted as a courtesy.
- 4 **Set up low balance alerts** at \$100 and \$50 to prevent future surprises.
- 5 **Consider overdraft protection** linked to savings account (usually lower fee than overdraft charges).

**Prevention Tip:** Keep a \$100+ buffer in checking and reconcile your account weekly to catch issues before they become expensive.

## The Problem

You notice a \$127.50 charge from "AMZN MKTPLACE" that you don't recognize. You shop on Amazon occasionally but don't remember this purchase.

## Resolution Steps

- 1 **Check your Amazon order history** first - many people forget small orders or subscription renewals.
- 2 **Check if family members** have access to your Amazon account or payment method.
- 3 **Look for email confirmation** from Amazon for this amount and date.
- 4 **If unrecognized, contact Amazon** first - they can often identify or refund the charge faster than your bank.
- 5 **File a dispute with your bank** if Amazon can't resolve it. You have 60 days for most disputes.
- 6 **Change your Amazon password** and enable 2-factor authentication if fraud is confirmed.

**Prevention Tip:** Set up purchase notifications so you're alerted immediately when charges occur. Review statements within a week of receiving them.

## The Problem

It's tax season and you need to find documentation for charitable donations, business expenses, and medical costs from last year. You didn't organize as you went.

## Resolution Steps

- 1 Download all bank and credit card statements** for the tax year. Most are available online for 12-24 months.
- 2 Search email for receipts** using keywords like "receipt," "donation," "order confirmation."
- 3 Contact charities** for donation acknowledgment letters - they're required to provide them.
- 4 Request year-end summaries** from healthcare providers, pharmacies, and medical insurance.
- 5 Create categories** in a spreadsheet and enter each deductible expense with date, amount, and source.
- 6 Set up a system for next year** - folder for receipts, regular data entry, or use an expense tracking app.

**Prevention Tip:** Create a "Tax Documents" folder at the start of each year. Drop in receipts immediately. Spend 10 minutes monthly organizing - it saves hours at tax time.