

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.