

**Mail or Email Response To:**

Retrieval & Chargeback Department  
18350 Mount Langley Suite 205  
Fountain Valley, CA 92708

chargebacks@approprocessing.com

**Pre-Compliance Advice**

**Respond By: 1/21/2017**

1/11/2017

Rent A Car Tolls  
Ori Shores, Marie  
66 Powerhouse Rd Suite 301  
Roslyn Heights, NY 11577

Your Case Number is: **162950000320**

Merchant #:	6316291978181387	Reference Number:	24794876283900019062720
Opposing Client:	Wells Fargo Bank	Transaction Date:	10/7/2016
Cardholder Number:	446542.....8069	Adjusted Amount:	\$30.25

Dear Merchant:

The Issuing Bank has filed a Pre-Compliance case.

Additional Information provided by the Issuing Bank:

**The merchant is billing for 30.25 but did not provide a signed transaction receipt to prove that our mutual customer approved this charge. The merchant is not allowed to use this card as a collection tool for loss, theft, or damages without a separate signed authorization from the cardholder authorizing the amount.**

IMPORTANT: I understand if the Card Association rules in the Issuing Bank's favor, I will be responsible for the disputed amount and could be responsible for the filing fees (\$500.00). The Card Association's ruling is final and I will need to contact the customer directly to resolve. Please make a selection below, sign and return this letter to us. Failure to return with your selection will result in our assumption that you do not wish to pursue compliance; the case will be accepted and a debit will be passed to you.

\_\_\_\_\_ I understand the above and would like to pursue compliance.

\_\_\_\_\_ I understand the above and DO NOT wish to pursue compliance. I accept the charge. Please rebill me.

Signature \_\_\_\_\_

Please email your response to the attention of Chargeback Department by the date stated above and include a copy of this letter. If you fail to respond by the above date, the case may be accepted and your account will be debited. This debit cannot be reversed. Should you have questions, please contact the Chargeback Department at 714-241-1402.

Sincerely,

Chargeback Department