

Dear Apple Team,

I have attached my bank statement with the highlighted unreognised charges that I have submitted as a refund request. This is because my previous iphone had been stolen overseas in Barcelon, Spain back in Jan 2024and my apple ID was used to make purchases dating from 26 Feb 2024 to 7 Mar 2024. I have also attached the official police report of the stolen iphone. I contacted Apple to remove my debit card from my apple ID on 7 March 2024 and also contacted my bank to cancel the linked debit card. Since then there have been no further unrecognized charges made on my apple ID.

Your understanding is greatly appreciated to understand my circumstances and that these charges were done by the parties that stole my phone. I hope that these information will help in my case. Thank you.

Sincere regards,
Ooi Yi Hang