

We need some more info for your dispute[REPTRCKR:ZEI980] << Reference ID: 5678036 >>

From: cardinvestigations@capitalone360.com

To: merceda.gooding@yahoo.com

Date: Tuesday, June 16, 2020, 05:38 PM EDT

Re: Claim 200419CL00902 for account ending in 0595

Merceda Doris Gooding,

We're working hard on your dispute with YOURMECHANIC COM for \$158.77.

We received the attached doc(s) from YOURMECHANIC COM responding to your dispute and it would be helpful if we had the following info:

- A letter specifically addressing the merchant's claims and your reasons for continuing with the dispute
- A letter (on company letterhead) from a third party who specializes in the same services stating the service you received was incomplete or didn't fix the problem

It's really important that we have these supporting doc(s) on hand as we research your claim. Here are 3 easy ways to send this info (be sure to include your name and claim number):

- Reply directly to this message
- Send a fax to 1-877-856-3892
- Mail it to Capital One Claims Processing Center, P.O. Box 31277, Salt Lake City, UT 84130-0277

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