



New York | Kuala Lumpur

Travis Marquis Hunt
38 Peggy Ct
Greenville, South Carolina 29611
huntertrap98@gmail.com

July 17, 2024

Complaint Reference: 240627-14995647

Dear Travis Marquis Hunt,

My name is Casey, and I am a Senior Customer Advocate here at MoneyLion. I am writing to assist in the resolution of your Consumer Financial Protection Bureau (CFPB) complaint. In this complaint received on July 3, 2024, you raised concerns about transaction disputes for your MoneyLion RoarMoney account.

We have investigated this complaint. Our response is below. A copy of this response will also be sent to the CFPB.

We review and evaluate each transaction independently. Differences between transactions, including transaction type, card type, transaction location, merchant history, etc. are evaluated per transaction which may result in differences in how each disputed transaction is resolved. We have included the status of your disputes below and provided additional options for your disputes.

Transaction Dispute (24060901675C)

- We received your dispute totaling \$347.34 on June 9, 2024.
- On June 21, 2024, we determined that an error occurred.
- We issued adjustment credits totaling \$347.34 to your RoarMoney account on June 21, 2024.

Transaction Dispute (24060900007C)

- We received your dispute totaling \$2,193.46 on June 9, 2024.
- On June 21, 2024, we determined that no error occurred.
- The claim was appealed and reopened on June 23, 2024. On June 26, 2024, we again determined that no error occurred.

Transaction Dispute (24061100518C)

- We received your dispute totalling \$1,062.01 on June 11, 2024.
- On June 17, 2024, we determined that no error occurred.
- The claim was appealed and reopened on June 27, 2024. On July 16, 2024, we again determined that no error occurred.

All customers are welcome to appeal a transaction dispute result. To appeal your dispute decisions, please provide new information and documentation not initially provided to support your claim; there are no additional forms required.



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Please note that a provisional credit is not guaranteed for dispute claim appeals, and we are unable to provide a resolution timeframe, however; we will ensure that all new information provided by you is included in the appeal.

We thank you for providing us the opportunity to resolve this complaint, as we continuously strive to improve the experience for all MoneyLion customers.

Sincerely,

Casey T.
Senior Customer Advocate | Priority Resolution
MoneyLion Customer Advocacy

cc: CFPB