



MoneyLion[®]

New York | Kuala Lumpur

Travis Hunt
38 Peggy Ct.
Greenville, SC 29611

July 24, 2024

Dear Travis Hunt,

Please see the following response to your recent communication regarding unauthorized activity on your MoneyLion account.

Transaction Disputes:

(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.

(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.

(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.

Provisional credits weren't issued because a determination was reached within 10 business days of when you filed the claims. Also, please note that 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 impact how each disputed claim is resolved.

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.

Please note that 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.



New York | Kuala Lumpur

Lastly, we're unable to accept the documentation you recently provided for the following reasons:

- The letter from the Child Support Counselor is not an official court document.
- The Order of Release does not reflect any dates of incarceration.

Instacash:

Our records show that on June 6, 2024, you were approved for a cash advance totaling \$26.99 (including all tips and Turbo fees). The funds were successfully deposited into your RoarMoney banking account so there are no signs to indicate that this was an unauthorized transaction.

Account Takeover Claim:

We received your report of a possible account takeover on June 9, 2024. We thoroughly investigated your account and denied this claim. Upon further review, we made the decision to permanently close your RoarMoney banking account on June 21, 2024, pursuant to the enclosed Demand Deposit Account Agreement.

We are required by federal regulation to protect our customers from unusual activity on their RoarMoney banking accounts. Due to security reasons and applicable laws, we cannot give you additional details surrounding all aspects of the closure.

On June 24, 2024, we mailed a check for the outstanding balance of \$347.34 to the address on file. We initially believed the check to still be outstanding but upon further review our records indicate that this check was cashed on July 16, 2024. Please see the enclosed check image for reference.

This letter serves as our final communication and confirmation of the termination of your relationship with MoneyLion. No further reviews will be conducted without new information and we will not reply to continued repeated communication.

Thank you for your feedback, as we continuously strive to improve the experience for all MoneyLion customers.

Sincerely,

Lamont S.
Senior Customer Advocate | Priority Resolution
MoneyLion Customer Advocacy