

# INSIGHT VISA® PREPAID RELOADABLE CARD

Ebony Powe

956 Fianza Ave, Apt 111

Sacramento, CA 95815

## Account Statement

Account Number: 499115794038

Statement Period: October 2020 (October 01, 2020 - October 31, 2020)

### Account Summary

Fees Year to Date: \$501.45

<b>Beginning Balance on October 01, 2020</b>	\$1.00
Deposits	\$0.00
ATM Withdrawals	\$0.00
Purchases	\$0.00
Adjustments	\$0.00
Transfers	\$0.00
Fees (for this period)	\$1.00
<b>Ending Balance on October 31, 2020</b>	\$0.00

### Transactions

<u>Date</u>	<u>Description</u>	<u>Type</u>	<u>Amount</u>
10/23/2020	Purchase Decline Fee Roku for Hulu LLC 816-2728107 DEUS	Fee	-\$1.00

### Additional Information

For questions regarding account history, notice of errors, or preauthorized transfers:

**Call:** 1-888-572-8472

**Email:** customerservicehelpdesk@insightcards.com

**Write:** Insight-GPR-RB-RT #071025797 • P.O. Box 5100 • Pasadena, CA 91117

In case of errors or questions about your Card or if any Activity Report shows transactions that you did not make, call us at 1.888.572.8472 or fax us at 1.866.354.5673 or write us at Attn: Customer Service, P.O. Box 5100, Pasadena, CA 91117 as soon as you can. We must hear from you no later than 60 calendar days after the suspected error occurred and then was credited or debited to your Card. You will need to tell us:

- Your name and Card number.
- Describe the error or the transaction you are unsure about, and explain as clearly as you can why you believe it is an error or why you need more information.
- Tell us the dollar amount of the suspected error.

If you tell us orally, we may require that you send us your complaint or question in writing within 10 Business Days. We will determine whether an error occurred within 10 Business Days (20 Business Days if the transfer involved a new Card) after we hear from you and will correct any error promptly. If we need more time, however, we may take up to 45 days (90 days if the transfer involved a new Card, a point-of-sale transaction, or a foreign-initiated transfer) to investigate your complaint or question. If we decide to do this, and your account is registered with us, we will credit your Card within 10 Business Days (20 Business Days if the transfer involved a new Card) for the amount you think is in error, so that you will have the use of the money during the time it takes us to complete our investigation.