

P.O. Box 15284  
Wilmington, DE 19850

JUANA MARTINEZ  
2143 N TOWNE AVE APT 6  
POMONA, CA 91767-2437

**Customer service information**

-  Customer service: 1.800.432.1000
- TDD/TTY users only: 1.800.288.4408
- En Español: 1.800.688.6086
-  [bankofamerica.com](http://bankofamerica.com)
-  Bank of America, N.A.  
P.O. Box 25118  
Tampa, FL 33622-5118

## Your Adv SafeBalance Banking

for December 28, 2019 to January 29, 2020

Account number: 3251 3167 0204

**JUANA MARTINEZ**

### Account summary

Beginning balance on December 28, 2019	\$138.87
Deposits and other additions	1,669.85
ATM and debit card subtractions	-1,687.05
Other subtractions	-50.00
Service fees	-4.95
<b>Ending balance on January 29, 2020</b>	<b>\$66.72</b>



## Happy New Year!

All the best to you and yours in 2020 and beyond.  
Thank you for being a Bank of America® customer.

SSM-09-19-0762.C | AR5BNLWL

## IMPORTANT INFORMATION: BANK DEPOSIT ACCOUNTS

**How to Contact Us** - You may call us at the telephone number listed on the front of this statement.

**Updating your contact information** - We encourage you to keep your contact information up-to-date. This includes address, email and phone number. If your information has changed, the easiest way to update it is by visiting the Help & Support tab of Online Banking.

**Deposit agreement** - When you opened your account, you received a deposit agreement and fee schedule and agreed that your account would be governed by the terms of these documents, as we may amend them from time to time. These documents are part of the contract for your deposit account and govern all transactions relating to your account, including all deposits and withdrawals. Copies of both the deposit agreement and fee schedule which contain the current version of the terms and conditions of your account relationship may be obtained at our financial centers.

**Electronic transfers: In case of errors or questions about your electronic transfers** - If you think your statement or receipt is wrong or you need more information about an electronic transfer (e.g., ATM transactions, direct deposits or withdrawals, point-of-sale transactions) on the statement or receipt, telephone or write us at the address and number listed on the front of this statement as soon as you can. We must hear from you no later than 60 days after we sent you the FIRST statement on which the error or problem appeared.

- Tell us your name and account number.
- Describe the error or transfer you are unsure about, and explain as clearly as you can why you believe there is an error or why you need more information.
- Tell us the dollar amount of the suspected error.

For consumer accounts used primarily for personal, family or household purposes, we will investigate your complaint and will correct any error promptly. If we take more than 10 business days (10 calendar days if you are a Massachusetts customer) (20 business days if you are a new customer, for electronic transfers occurring during the first 30 days after the first deposit is made to your account) to do this, we will provisionally credit your account for the amount you think is in error, so that you will have use of the money during the time it will take to complete our investigation.

For other accounts, we investigate, and if we find we have made an error, we credit your account at the conclusion of our investigation.

**Reporting other problems** - You must examine your statement carefully and promptly. You are in the best position to discover errors and unauthorized transactions on your account. If you fail to notify us in writing of suspected problems or an unauthorized transaction within the time period specified in the deposit agreement (which periods are no more than 60 days after we make the statement available to you and in some cases are 30 days or less), we are not liable to you and you agree to not make a claim against us, for the problems or unauthorized transactions.

**Direct deposits** - If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you may call us to find out if the deposit was made as scheduled. You may also review your activity online or visit a financial center for information.

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## Deposits and other additions

Date	Description	Amount
01/03/20	WORKFORCE MGMT G DES:PAYROLL ID:XXXXXXXXX INDN:MARTINEZ, JUANA CO ID:9685869001 PPD	338.03
01/06/20	FB *Erika Pice 01/03 #000162326 PMNT RCVD FB *Erika Piceno Visa Direct CA	50.00
01/10/20	WORKFORCE MGMT G DES:PAYROLL ID:XXXXXXXXX INDN:MARTINEZ, JUANA CO ID:9685869001 PPD	402.27
01/10/20	BKOFAMERICA ATM 01/10 #000001562 DEPOSIT EASTLAND WEST COVINA CA	6.00
01/17/20	WORKFORCE MGMT G DES:PAYROLL ID:XXXXXXXXX INDN:MARTINEZ, JUANA CO ID:9685869001 PPD	430.72
01/17/20	BKOFAMERICA ATM 01/17 #000005945 DEPOSIT CHINO HILLS CHINO HILLS CA	5.00
01/24/20	WORKFORCE MGMT G DES:PAYROLL ID:XXXXXXXXX INDN:MARTINEZ, JUANA CO ID:9685869001 PPD	361.97
01/24/20	BKOFAMERICA ATM 01/24 #000007999 DEPOSIT EASTLAND WEST COVINA CA	5.00
01/28/20	CHECKCARD 0124 PRIMM VALLEY ADVANCE DE 702-3867867 NV 7471705002715026251	70.86

**Total deposits and other additions**

**\$1,669.85**

## Withdrawals and other subtractions

### ATM and debit card subtractions

Date	Description	Amount
12/30/19	CHECKCARD 1227 KNOTT'S BERRY FARM ONLI 714-220-5200 CA 24137469362300515537552	-33.50
12/30/19	CHECKCARD 1227 MCDONALD'S F3536 POMONA CA 24427339362710039807782	-17.72
12/30/19	DD'S DISCOUNTS 12/28 #000047437 PURCHASE DD'S DISCOUNTS #5 POMONA CA	-35.22
12/30/19	WAL-MART #5954 12/29 #000044990 PURCHASE WAL-MART #5954 WEST COVINA CA	-10.16
01/02/20	CHECKCARD 1230 DALIAS PIZZA WEST COVINA CA 24269799365500736097578	-20.79
01/02/20	PARTY HOUSE LI 01/02 #000023510 PURCHASE PARTY HOUSE LIQUO CHINO HILLS CA	-5.60
01/03/20	BKOFAMERICA ATM 01/03 #000003078 WITHDRWL CHINO HILLS CHINO HILLS CA	-300.00

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## Help prevent fraud

Just a friendly reminder to make sure your contact information is up to date. It helps us reach you quickly if we detect suspicious activity. Simply sign in to Online Banking and go to Profile & Settings or use the Mobile Banking app.<sup>1</sup>

**Is your contact info up to date?** Check now at [bankofamerica.com](https://www.bankofamerica.com).

<sup>1</sup>Mobile Banking requires that you download the Mobile Banking app and is only available for select mobile devices. Message and data rates may apply.  
Bank of America, N.A. Member FDIC.

## Withdrawals and other subtractions - continued

### ATM and debit card subtractions - continued

Date	Description	Amount
01/06/20	CHECKCARD 0104 IN N OUT BURGER 012 SYLMAR CA 24013390005000592795905	-30.77
01/06/20	CHECKCARD 0104 IN N OUT BURGER 012 SYLMAR CA 24013390005000592795913	-2.14
01/06/20	CHECKCARD 0105 JACK IN THE BOX 3380 POMONA CA 24692160005100650454976	-9.79
01/06/20	7-ELEVEN 01/06 #000434940 PURCHASE 7-ELEVEN POMONA CA	-9.42
01/07/20	MOBILE PURCHASE 0106 NAYAX VENDING 3 HUNT VALLEY MD	-0.95
01/07/20	WAL-MART #3132 01/06 #000741440 PURCHASE WAL-MART #3132 POMONA CA	-0.84
01/10/20	BKOFAMERICA ATM 01/10 #000001563 WITHDRWL EASTLAND WEST COVINA CA	-260.00
01/13/20	CHECKCARD 0110 SYNCB PHONE PAYMENT 877-989-3268 GA 24138290010720624144708	-58.00
01/15/20	MOBILE PURCHASE 0114 NETFLIX.COM NETFLIX.COM CA	-15.99
01/17/20	CHECKCARD 0114 PRIMM VALLEY ADVANCE DE 702-3867867 NV 24717050016160161629491	-70.86
01/17/20	BKOFAMERICA ATM 01/17 #000005946 WITHDRWL CHINO HILLS CHINO HILLS CA	-510.00
01/24/20	BKOFAMERICA ATM 01/24 #000008000 WITHDRWL EASTLAND WEST COVINA CA	-200.00
01/27/20	CHECKCARD 0124 KNOTT'S BERRY FARM ONLI 714-220-5200 CA 24137460025300565458061	-33.50
01/27/20	CHECKCARD 0124 TMOBILE*POSTPAID PDA 800-937-8997 WA 24692160024100618217231	-59.80
01/29/20	CHECKCARD 0128 99 CENTS ONLY STORES #2 POMONA CA 24445000029000829872647	-2.00
<b>Total ATM and debit card subtractions</b>		<b>-\$1,687.05</b>

### Other subtractions

Date	Description	Amount
01/03/20	CHARTER COMMUNIC DES:RETURN FEE ID:888-235-4635 INDN:IGNACIO CO ID:5330903620 PPD	-25.00
01/03/20	CHARTER COMMUNIC DES:RETURN FEE ID:888-235-4635 INDN:IGNACIO CO ID:5330903620 PPD	-25.00
<b>Total other subtractions</b>		<b>-\$50.00</b>

## Service fees

Date	Transaction description	Amount
01/29/20	Monthly Maintenance Fee	-4.95
<b>Total service fees</b>		<b>-\$4.95</b>

Note your Ending Balance already reflects the subtraction of Service Fees.