

ROBERT A. LEISHEAR
205 LONGLEAF COURT
AIKEN, SC 29803-5767

Account Ending in:
3022 (formerly 7641)
5016

Date: August 25, 2023

Case Number:
230717CR1030110

Page 1 of 3

Correspondence received from: Consumer Financial Protection Bureau (CFPB) on: 07/14/2023

Robert A. Leishear:

I've carefully reviewed your correspondence and want to let you know our response.

Our records show:

On April 13, 2023, you contacted the bank to initiate a claim 230413G1885B for multiple transactions, totaling \$10,426.61 that posted to your Bank of America Visa Signature card ending 7641. On April 14, 2023, you contacted the bank to add two additional transactions to your fraud claim from THE PHOTO SHOPPE, in the amounts of \$6,556.39 and \$6,556.39, bringing the claim total to \$23,559.39. Temporary credits were applied to the account for each of the transactions, as well as the foreign transaction fees for each transaction, between the dates of April 13, 2023, and April 18, 2023, for a total of \$24,248.18.

Please note, that while a transaction from HCM*SUSAN BIELEL MD in the amount of \$1,500.00 was reported as part of the above referenced fraud claim, the transaction never posted to the account and therefore, no credits were provided.

On April 19, 2023, a claim review was completed, and we found that the merchant VENNTRO issued a credit for \$99.72, which posted to your account on April 14, 2023. As a result, we reversed the temporary credit of \$99.51 on April 20, 2023, and the claim was denied. The foreign transaction fee credit was never reversed.

On April 24, 2023, a claim review was completed, and we found that the merchant THE PHOTO SHOPPE issued a credit in the amount of \$6,551.25 which posted to your account on March 27, 2023. As a result, on April 25, 2023, we rebilled \$6,551.25 of the \$6,556.39 temporary credit we had provided to you, and the claim was denied. The foreign transaction fee credit was never reversed.

On April 26, 2023, a claim review was completed of the \$500.00 transaction from ANONTECH. The claim was denied, and as a result, the \$500.00 temporary credit was rebilled to your account on June 6, 2023. The foreign transaction fee credit was never reversed. Our decision to deny the claim for this transaction remains unchanged.

On May 8, 2023, a claim review was completed, and we found that the merchant THE PHOTO SHOPPE issued an additional credit in the amount of \$6,551.25, which posted to your account on March 27, 2023. As a result, on April 26, 2023, we rebilled \$6,551.25 of the \$6,551.25 temporary credit we had provided to you, and the claim was denied. The foreign

Bank of America, N.A. is required by law to inform you that this communication is from a debt collector. If you are currently in a bankruptcy proceeding or have previously obtained a discharge of this debt under bankruptcy law, this notice is for informational purposes only and is not an attempt to collect a debt, a demand for payment or an attempt to impose personal liability for a discharged debt.

Equal Credit Opportunity Act Notice

Notice: The Federal Equal Credit Opportunity Act prohibits creditors from discriminating against credit applicants on the basis of race, color, religion, national origin, sex, marital status, age (provided the applicant has the capacity to enter into a binding contract); because all or part of the applicant's income derives from any public assistance program; or because the applicant has in good faith exercised any right under the Consumer Credit Protection Act. The federal agency that administers compliance with this law concerning this creditor is the Consumer Financial Protection Bureau, 1700 G Street NW, Washington DC 20006.

transaction fee credit was never reversed.

On May 17, 2023, a claim review was completed for the TELCOL transaction amounts of \$3,275.70, and \$6,551.40. The claims were denied, and as a result, the aforementioned temporary credits were reversed and rebilled to your account on June 6, 2023. The foreign transaction fees were never reversed.

On July 21, 2023, the previously denied fraud claims were reopened at your request. On August 11, 2023, the decision was made to issue permanent credits to your account for the previously denied TELCOL transactions in the amounts of \$6,551.40, and \$3,275.00. Additionally, the same day, we issued two credits to your account for a total of \$58.16 in total interest fees.

Additionally, on May 26, 2023, a billing dispute claim was initiated as a result of correspondence we received from you, for a transaction from PAVILLON DES LY in the amount of \$1,018.68. The claim was reviewed and on June 12, 2023, June 26, 2023, and July 10, 2023, the enclosed letters were sent requesting additional information.

On August 14, 2023, your claim was reviewed, and resolved in your favor for the merchant Pavilion Des LY Ref001. A credit was issued in the amount \$1,018.68 and will reflect on your August 2023 billing statement.

On March 31, 2023, you initiated a wire transfer in the amount of \$6,500. The transfer was initiated successfully and debited from the Advantage Savings account ending in 5016. On April 18, 2023, you contacted Bank of America, requesting the wire to be recalled. In response, BML230418-004441 was submitted in an attempt to recover the funds on your behalf from the beneficiary bank, Cornerstone Community FCU. Unfortunately, the beneficiary bank responded on April 27, 2023 and stated that funds will not be returned due to funds not being available.

Our record confirms no claim was initiated regarding the wire transfer in the amount of \$6,500. If you feel you need to file a claim regarding the wire transfer you may reach out to Fraud claims at 866.540.0763, 24/7.

We've also included these case documents, which you may find helpful:

- Claim Correspondence
- April 2023, through August 2023, Monthly Billing Statements
- April 2023, Monthly Statement

18 SEP 2023
263080
is the wire transfer
claim number

Here's our response

At Bank of America, we are committed to preventing any loss to our clients due to fraud. Our responsibility, as the bank, is to conduct a reasonable investigation of the transactions that occurred. We strive to resolve each inquiry to our customers' satisfaction and each response is based on the facts of the case.

We have confirmed that you filed claims for transactions totaling \$24,578.07, and of that amount, you received merchant credits and bank credits totaling \$24,078.07. Additionally, \$780.52 in total fees and interest have also been credited to your account. While we understand your dissatisfaction with the denial of the claim amount of \$500.00 from ANONTECH, our process was reviewed and completed, and we have found no error in the handling of the claim.

Wire transfers are considered guaranteed funds. Once a wire has been sent and the initiator attempts to recall it, the approval of the recipient is required to have the wired funds returned. Without this approval, a recall cannot be completed. Our Deposit Agreement and Disclosures publication (the "Agreement"), which forms part of the contract between our clients and the bank, states that clients may not amend or cancel a payment order after we receive it. If you ask us to do this, we may make a reasonable effort to act on your request. However, we are not liable to you if, for any reason, a payment order is not amended or canceled. Please refer to the section titled Amending or Canceling Payment Orders for further information. The Agreement is available to all clients on our website at bankofamerica.com/deposits/resources/deposit-agreements.go.

I would like to thank you for taking the time to share your concerns. At Bank of America, we make every effort to exceed our clients' expectations on a daily basis. I regret that you have been dissatisfied. Please know that your valuable and has been retained to ensure we are providing the level of service our clients expect and deserve.

We're here to help

We understand this may not be the result you were hoping for, but I hope it's clear why we reached this decision.

Our clients are important to us and we thank you for giving us the opportunity to address your concerns. If there's anything else you need, please call me at 877.430.1431, extension 438101, Monday through Friday, 7:00 a.m. to 4:30 p.m., Eastern.

Betty Newby
Resolution Specialist
Regulatory Complaints

cc: Consumer Financial Protection Bureau/Case No 230715-11535286

5