



Recipient: BRYAN MACNEILL
Sender: Credit cards and prepaid cards
Subject: Re: Transactions, statements of account
Sent on: April 8, 2014 04:35 PM

Dear Mr. McNeill,

As previously mentioned, we invite you to contact us toll-free at 1-866-335-0338, 24/7. One of our representatives will be able to make the necessary verifications on your account.

We thank you for the confidence you have shown in Desjardins. Please note that we remain available for additional information by email or by telephone toll free at 1-800-363-3380.

If you wish to give us your feedback in regards to the quality of the service we provided you with by email, please copy and paste the following link in your browser: https://www.surveymonkey.com/s/Desjardins_survey

Best regards,

Margaux
Your Internet Centre Representative
Desjardins Card Services

This message is directed solely to the addressee indicated in the heading. It contains confidential information which may not be disclosed without consent. If you are not the intended recipient of this message, please notify the sender by email and destroy this message as well as all existing copies.

Original message

Recipient: Credit cards and prepaid cards
Sender: BRYAN MACNEILL
Subject: Transactions, statements of account
Sent on: May 7, 2210

Attention Valerie

It is still not possible to reply to a message through your "Secure Message Box". The "Send" button does not work.

I am anxious to know why \$550.68 appears as "Total billed transactions" in my online statement. You have been advised that these are fraudulent charges and have eliminated half of them. Why does this \$550.68 remain?

Please advise
