



Recipient: BRYAN MACNEILL
Sender: Credit cards and prepaid cards
Subject: Re: Transactions, statements of account
Sent on: April 2, 2014 09:04 AM

Dear Mr. MacNeill,

Your Visa Desjardins Classic card has been temporarily suspended by our Fraud Prevention department, for security reasons. We are sorry for any inconvenience this situation may have caused you. Therefore, we invite you to contact us collect, using the phone numbers provided in our previous email, **24/7**. One of our representatives will be able to make the necessary verifications on your account and reactivate your card.

It will not be possible for us to proceed by email, for security reasons.

We thank you for the confidence you have shown in Desjardins for your Visa Desjardins card. 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/wscu_Desjardins_survey

Best regards,

Margaux
Your Internet Centre Representative
Desjardins Card Services for Westminster Savings Credit Union

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: October 21, 2045

I am trying to reply to a message from Margaux but nothing happens when I hit the send button.

This is my response:

It is much easier for me to communicate this way.
Pay phones are awkward here and there is a 9 hour time difference.

Please advise me of the status of my account.

This is an urgent situation. I am overseas and need means of acquiring cash, airline tickets, and Hotel bookings.

Please advise promptly by email or this message box.

Original message:

Dear Mr. Macneill,

We would like to inform you that you can contact us collect 24/7 at 1-514-397-4610.

From Malaysia, you can dial 1-800-80-00-17 and give the operator the aforementioned phone number, as explained on the www.infocanadadirect.com website. Calling an operator from a public phone may require coins or phone card.

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Best regards,

Margaux

Your Internet Centre Representative

Desjardins Card Services for Westminster Savings Credit Union
