

Citi(R) Cards
P.O. Box 790140
St. Louis, MO 63179-0140

February 25, 2025

PARDEEP SHARMA
1605 RIO GRANDE ST
DAVIS, CA
95616-7310

ACCOUNT NUMBER
XXXXXXXXXXXX2680

Dear PARDEEP SHARMA:

This letter concerns the transaction described below made with card number XXXXXXXXXXXX2680:

Date	Amount	Description		
01/05/2025	\$330.00	SERVER CENTER	CALGARY	CA

A copy of the merchant's response is enclosed.

The merchant informed us that the merchandise has been delivered.

Based on the information available, we have closed our investigation and reversed our credit.

If after reviewing the merchant's documentation you still wish to dispute this charge, please provide a signed letter that specifically addresses the merchant's response along with the complete details of your dispute including how the merchandise was damaged or defective. Include the dates the merchant was contacted and their response to your request for credit. Additionally, if the merchandise was returned provide proof of return such as your shipping receipt showing the merchant received the package. If the merchandise was not returned, please explain how you attempted to return it and who is currently in possession of the merchandise. Provide any documentation you have that supports your position.

Please sign and return this letter with the requested information by 03/13/2025. Please do not send photographs, smart phone pictures, or zip files as they are not compatible with our system. Our fax number is 1-844-357-8355 and our email address is billingdisputes@citi.com. Please reference this ID in the subject line of your email: D-985703140125.

Protecting your personal information is important to us. If you are emailing documentation back to Citi do not include personal information within the documentation or the body of your email response. This would include, but is not limited to, your account number, home address, Social Security number, etc. However, if this charge is correct and you accept responsibility for payment, please contact us at 1-855-378-6468. For TTY: Use 711 or other Relay Service.

Cardmember Signature _____ Date _____



Thank you for your cooperation in this matter.

Sincerely,

Customer Service Team

FEDERAL REGULATIONS REQUIRE THE STATEMENT PRINTED ON THE REVERSE SIDE.

Enc.

/RPRPNDE/XX/CH/RP/0001/CK86930/D-985703140125//

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 Bureau of Consumer Financial Protection, 1700 G Street NW., Washington, DC 20006.

The creditor is Citibank, N.A., 5800 South Corporate Place, Sioux Falls, SD 57108. Please direct any questions to the return address on the reverse side of this letter.

CITIBANK
CUSTOMER SERVICE
PO BOX 790140
St. Louis
MO 63179-0140