

James Lavala

500 West 190th Street; Apt. F
New York, NY 10040

July 28, 2026

ADP Compliance Solution

C/O Wisely-MS214
P.O. Box 9008
San Dimas, CA 91773

Re: Request for Supporting Documentation – Disputed Transaction

Case Number: 260629000216C

Dear Claims Representative,

I am writing to formally request copies of all supporting documentation related to the disputed transaction associated with the above-referenced case. The funds were removed from my bank account without my authorization, and I require the complete evidentiary file to properly review the transaction and determine the basis for your findings.

As a Certified Public Accountant (CPA) with extensive experience in audit, internal controls, and financial investigations, I would expect sufficient documentation to substantiate any transaction determined to be valid. Please provide copies of all records relied upon during your investigation, including, but not limited to, the following:

1. A signed receipt or electronic authorization bearing my name and signature authorizing the transaction.
2. Documentation identifying the PIN entered or otherwise verifying that the correct PIN associated with my account was successfully used at the time of the transaction. If your security policies prevent disclosure of the full PIN, please provide documentation confirming the PIN verification method and successful authentication.
3. Documentation identifying the Uber account used to process the transaction, including the account holder's name, registered email address, telephone number, and any other identifying information available, to the extent permitted by law.
4. The date, time, amount, merchant information, and authorization details for each disputed transaction.
5. Device information used to initiate the transaction, including device identifiers, IP address, geolocation data, and any available fraud detection or risk assessment records.
6. Transaction authorization logs, authentication records, and system audit trails supporting the conclusion that the transaction was authorized.
7. Any communications, notes, investigative reports, or other documents generated during your investigation of this dispute.
8. Copies of any agreements, terms, or policies relied upon in reaching your determination.

If any of the requested documentation cannot be provided, please identify each item withheld and explain the legal or policy basis for withholding it.

Please provide the requested documentation within ten (10) business days of receipt of this letter. If additional time is required, I request written confirmation acknowledging receipt of this request together with an estimated date for your response.

Thank you for your prompt attention to this matter. I look forward to receiving the requested documentation so this matter may be reviewed thoroughly and resolved appropriately.

Sincerely,

James Lavala