



April 7, 2025

VERATEX INC
P O BOX 682
NEW YORK NY 10108

Important information regarding your account ending in 8244

Dear VERATEX INC:

We completed our investigation of the following transaction(s):

02/3/2025 in the amount(s) of \$ 65.83

What you need to know: Due to the length of time you took to notify us, we are unable to recover the funds. We recommend working directly with the merchant to come to an equitable resolution.

What you should do: Please contact GLOBAL PAYMENTS at 800-367-2638 for any further dispute.

If you have additional questions, please contact us at 800-974-2260, Monday through Friday from 8:30 a.m. to 5 p.m. ET.

Thank you for your business.

Sincerely,
Citizens

Claim Number: 001505035000965