

My Checking Statement



Dec 30, 2015 - Jan 21, 1970

- Test User - SynapseFI
- <https://synapsefi.com>
- help@synapsefi.com
- Node ID: 5b4b2df145d1cc006d088f2e

Summary

Starting Balance	\$0.00
Deposits	\$0.00
Withdrawals	-\$0.00
Fees	-\$0.00
Ending Balance	\$0.00

Your Ending Balance

\$0.00

Transactions

Date	Description / ID	Amount	Recipient / Sender
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No Transactions

Questions or Concerns

Reaching Out

In case of errors or questions about your electronic fund transfers, if you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt contact us as soon as possible at issues@synapsefi.com or by phone at [415-688-2943](tel:415-688-2943). If you provide this information verbally, we may require that you send your complaint or question in writing within **ten (10) days**.

We must receive notice within **sixty (60) days** after the first statement, containing the transaction, was sent to you. If you do not provide notice within a reasonable time period, you may be held liable for any funds you lost after **sixty (60) days**. This will occur if we can prove that we could have stopped additional losses if you had informed us in time. If certain extenuating circumstances kept you from informing us, we will extend the time periods.

Please provide the following information:

- Your Name and node_ID (which is **5b4b2df145d1cc006d088f2e**)
- Describe the error or transfer you are unsure about, and explain in detail why you believe this is an error or why you need more information.
- The dollar amount and date of the suspected error.

Investigation

We will investigate your complaint/concern and promptly take corrective action. If we take more than **ten (10) business days** to complete our investigation, we will provide provisional credit during the remainder of our investigation; you will have full use of the funds. In the case of a transaction subject to VISA's Zero Liability Policy, we will complete our investigation, or provide provisional credit, within **five (5) business days**.

For a new bank account, we may take up to twenty **(20) business days** to provide provisional credit for the disputed amount. If we ask you to re-submit your complaint or question with proper actionable information, and you do not provide it within **ten (10) business days**, we may not provide provisional credit within that timeline. For errors involving a new bank account, POS transactions or foreign-initiated transactions, we may take up to **ninety (90) days** to investigate your complaint or question.

Results

We will inform you of the results within **three (3) business days** of completing our investigation. If we conclude there was no error, we will send you a written explanation. If we issued provisional credit, and find no error occurred, we reserve the right to rescind the provisional credit provided to you. If this occurs, we will notify you of the date and amount of the debit. Supporting documents used in the investigation are available to you. You may contact us to request these documents at issues@synapsefi.com or [415-688-2943](tel:415-688-2943).