

TRUIST 

Truist Bank  
306-18-02-40  
PO Box 85024  
Richmond, VA 23294



US POSTAGE PAID PITNEY BOWES

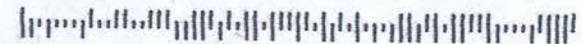


ZIP 28217 \$ 000.45<sup>5</sup>  
02 4W  
0000348030 AUG 12 2022

Received on  
August 15, 2022

*Roberta R. Hill*  
Roberta R. Hill  
310 Forest St., Apt. 1  
Martinsville, VA 24112

632074509 21 GAK3N5B 24112





Client Advocacy  
P.O. Box 85024  
Richmond, VA 23285-5024  
Tel 844-4TRUIST

Kathy Bowles  
Assistant Vice President  
Client Resolution Senior Specialist

August 11, 2022

Roberta R. Hill  
310 Forest St., Apt. 1  
Martinsville, VA 24112

Re: Everyday Checking Account ending in 0541  
Consumer Financial Protection Bureau (CFPB) Case 220708-9015906  
Federal Deposit Insurance Corporation (FDIC) Case 01419660

Dear Ms. Hill:

We have received and reviewed your concerns forwarded to us from the CFPB and the FDIC regarding your request for a statement and check copy from the account referenced above. I understand you did not have a positive experience and apologize for any frustration caused. I appreciate the opportunity to respond.

Our records indicate that your statement dated October 19, 2017, shows Check 168, payable to The Chimney Sweep, was paid on October 6, 2017 for \$300.00. Enclosed is a copy of the statement and check for your review.

Ms. Hill, I hope this information is helpful and will alleviate further concerns. Should you have any questions or additional concerns, please call us at 844-4TRUIST (844-487-8478). A representative will be glad to speak with you.

Sincerely,

Kathy Bowles  
Assistant Vice President, Client Resolution Senior Specialist  
Consumer Regulatory & Executive Services Team

Enclosures

Copies to: Consumer Financial Protection Bureau  
Federal Deposit Insurance Corporation

ROBERTA R HILL  
310 FOREST ST. APT 1  
MARTINSVILLE, VA 24112

68-2/510

168

DATE Oct. 5, 2017

The Chimney Sweep \$300.00  
PAY TO THE ORDER OF

Three hundred DOLLARS



ACH RT 061000104

MEMO

Roberta Hill

⑆051000020⑆ [REDACTED] 0541⑆ 0168

CHECK HERE AFTER PAYEELE OR RLA OTE DEPOSIT

ENDORSE HERE  
*John Smith*



# Account Statement

## Transaction History

Date	Check #	Transaction Description Details	Deposits/ Credits	Withdrawals/ Debits	Current Balance
10/03		Check Card Purchase TR DATE10/01 Arv*arvixe888-9278493 Ca		19.90	3,029.86
10/05		Point of Sale Debit TR DATE10/04 Amazon.Com Seattle Wa 00000101		18.42	3,011.44
10/06		Electronic/ACH Credit Va Dmas PayrolljnlRa2496762	712.46		
10/06		Point of Sale Debit TR DATE10/06 Amazon.Com Seattle Wa 00000101		80.63	
10/06	168	Check		300.00	3,343.27
10/10		Point of Sale Debit TR DATE10/08 Amazon.Com Seattle Wa 00000100		21.39	
10/10		Point of Sale Debit TR DATE10/08 Amazon.Com Seattle Wa 00000100		6.64	
10/10		Point of Sale Debit TR DATE10/09 Wm Supercenter Martinsville Va12430060		62.13	
10/10	169	Check		245.28	
10/10	167	Check		325.00	2,682.83
10/11		Electronic/ACH Debit UtilityGas Compan 38171		22.81	2,660.02
10/12		Check Card Purchase TR DATE10/12 Tracfone *Services Tracfone.Com Fl		9.63	
10/12		Point of Sale Debit TR DATE10/10 Amazon.Com Seattle Wa 00000100		188.35	2,462.04
10/13		Electronic/ACH Debit Capital One Online Pmt Ckf784798608pos		5.49	2,456.55
10/18		Electronic/ACH Debit Comcast Online Pmt Ckf784798608pos		144.69	2,311.86
10/19		Ending Balance			2,311.86
Credit and Debit Totals			\$1,508.18	\$1,540.34	

The Ending Daily Balances provided do not reflect pending transactions or holds that may have been outstanding when your transactions posted that day. If your available balance wasn't sufficient when transactions posted, fees may have been assessed.

For more information, including details related to fees and balances, please sign on to Online Banking.

Balance Activity History	Date	Balance	Collected Balance	Date	Balance	Collected Balance
	09/21	2,344.02	2,344.02	10/05	3,011.44	3,011.44
	09/22	3,056.48	3,056.48	10/06	3,343.27	3,343.27
	09/25	3,081.88	3,081.88	10/10	2,682.83	2,682.83
	09/27	3,052.94	3,052.94	10/11	2,660.02	2,660.02
	09/29	3,110.80	3,110.80	10/12	2,462.04	2,462.04
	10/02	3,049.76	3,049.76	10/13	2,456.55	2,456.55
	10/03	3,029.86	3,029.86	10/18	2,311.86	2,311.86

Live confidently knowing that you're prepared for what comes your way. When you have the right savings plan, life's opportunities are a cause for celebration, not calculation. Plan today for an exciting tomorrow.  
 Go to [suntrust.com/save](http://suntrust.com/save), call 800.322.3158 or visit your local branch to get started.  
 SunTrust Bank, Member FDIC.