

Executive Vice President  
and General Counsel  
Adam Rosman, Esq.  
225 Liberty Street, 29<sup>th</sup> Floor  
New York, New York 10281



20201119000530340 1/1 \$22.00  
Shelby Cnty Judge of Probate, AL  
11/19/2020 10:56:13 AM FILED/CERT

RE:Oak Tree Furniture  
Merchant account 535354710106238

11/19/2020

I have been processing about \$30,000 to \$40,000 per month with First Data for over four years. I have no issues before with charge-backs or fraudulent transactions. In August, my suppliers approached me with large discount on their furniture to increase my sales. We were able to lower my prices significantly. Our volume increased on credit charges to \$100,000 + per month. The research department contacted us and asked for verification of tickets and credit card receipts which we promptly sent. At that point you were holding over \$22,000 and only release less than half of the funds. This is hard to operate a business when your company First Data is still holding \$13,115.29 plus other charges issued after a cancellation was signed of \$54.95 on September and October, plus \$36.00 stop Ach fee.

I am asking for your help in getting the funds your company has held. The funds have been held longer than necessary and are clearly due to my company. Ms. Machaela Warriner has been reviewing my case but no answer back by email. I dont have a phone number for anyone. Ms. Warriener email is: <[svc-creditriskmanager@firstdata.com](mailto:svc-creditriskmanager@firstdata.com)>,<[security-riskinquiries@firstdata.com](mailto:security-riskinquiries@firstdata.com)>. The case number assigned is 10467490. I now have a new processor I can talk with on the phone.

Any efforts on my behalf are most appreciated. I'm hoping my contact with you will bring about a prompt resolution to this matter. Thanks in advance,

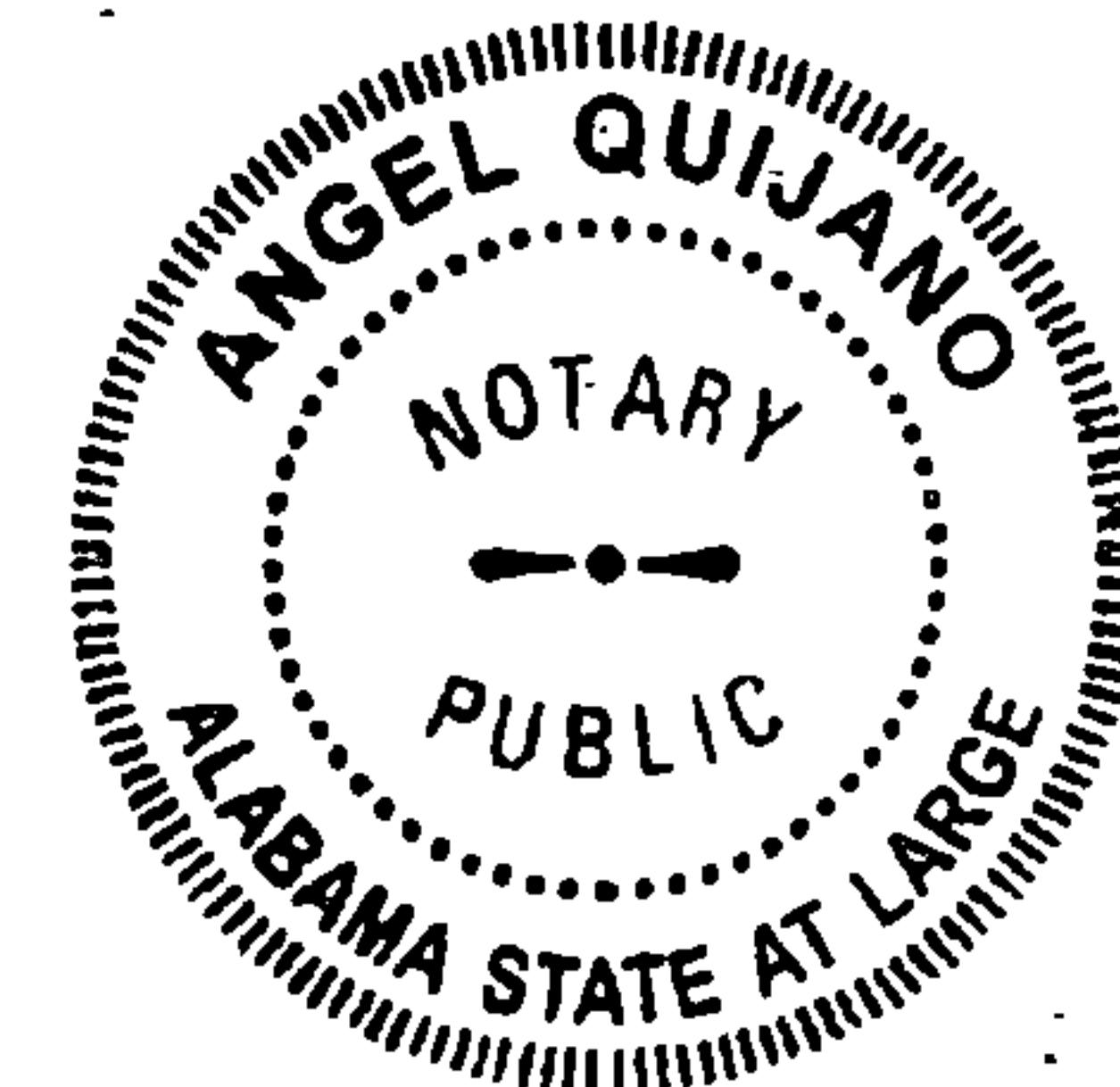
Sincerely,

Marci D. Wheeler, President Oak Tree  
3543 Pelham Parkway  
Pelham, Alabama 35124  
Business: (205)-663-1415  
Cell:(205)-223-9535

This is to notarize the signature of  
Marci D. Wheeler this 19<sup>th</sup> day of  
November 2020, in the state of  
Alabama, County of Shelby

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MY COMMISSION EXPIRES JANUARY 4, 2021



MY COMMISSION EXPIRES JUNE 2, 2024