



DISPUTE RESOLUTION DEPARTMENT
MADISONVILLE OPERATIONS CENTER
5050 KINGSLEY DRIVE MD: 1MOCBX
CINCINNATI, OH 45227

7/17/2015

MARY JEAN ZISKA
5632 WHISPERWOOD BLVD APT 1601
NAPLES, FL 34110

MARY JEAN ZISKA,

Thank you for your recent inquiry regarding the Fifth Third Bank checking account number XXXXX1223 and savings account XXXXX1870. We have investigated the case and have determined that the accounts were opened fraudulently. As such, we are pleased to notify you that your dispute has been resolved. You are not responsible or held liable in any way with regard to this Fifth Third Bank checking account.

You may want to obtain additional information on actions you can take to protect your accounts and identity, as well as rights you may have under the Fair Credit Reporting Act and FACT Act, including but not limited to, obtaining the application and records we used to open the account(s) referred to above. To request these records from us, please write to:

Fifth Third Bank
5050 Kingsley Drive
MD 1MOCBX
Cincinnati, OH 45227
Attn: Disputes Resolution Dept.

As required by law, please submit an appropriate proof of claim, for example, a police report or affidavit of identity theft. Please visit www.ftc.gov for additional information on how to complete this process and to obtain an affidavit form. Be advised that we may need to ask you for additional verifying information to process your request.

Thank you for being a valued Fifth Third Bank customer. On behalf of the Bank Protection Department, we appreciate the opportunity to be of service. If you have any further questions please contact us at 877-833-6197, Monday through Friday 8 AM to 4 PM (EST).

Sincerely,

A handwritten signature in blue ink, appearing to read 'Kevin'.

Kevin
Dispute Resolution Department

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