

To the First Data Chargeback Department:

SCRN LLC, DBA Family Urgent Care (MID: 519701160103123), maintains that the following transaction(s) is legitimate and valid.

The card holder was present and received treatment between 10/15/2020 – 3/22/2020. Due to a Processor error the card holder was never charged for services rendered. First Data's Risk and Security Department has verified on numerous occasions that this card holder was not charged, the card in question was simply authorized – never captured and settled.

In an attempt to collect these outstanding payments, the merchant re-ran all the transactions in question in three separate batches dated: 4/2/21, 4/8/21, and 4/13/21.

Below is a brief communication from First Data – Fiserv's Risk department confirming the validity of these transactions.

Hello Risk – please be aware

Family Urgent Care – 519701160103123 was closed per the merchant request, however they continued to process cards, resulting in rejects.
028 101620 *ACCOUNT CLOSED MERCHANT REQUEST

The Total amount is encompassing appr 4,000 transactions.

The client has completed the steps to re-instate the account.
031 SY 032521 ACCT REINSTATED CREDIT APPROVD ADDEDBCK MFC GRID ID PER ISO

We have provided the software vendor full card numbers to re-process the transactions.

Please let me know if you need any further information

Credit/Risk Officer, MER/Credit Security
Risk Monitoring Department

Fiserv
Helping Small Businesses Get [Back2Business](#)
[Fiserv](#) | [Join Our Team](#) | [Twitter](#) | [LinkedIn](#) | [Facebook](#)
FORTUNE **World's Most Admired Companies**[®]
2014 | 2015 | 2016 | 2017 | 2018 | 2019 | 2020 | **2021**

© 2021 Fiserv Inc. or its affiliates. Fiserv is a registered trademark of Fiserv Inc. [Privacy Notice](#)
© 2021 Fortune Media IP Limited. Used under license.

Regards,

MiCamp Solutions
800-396-0246