

Data Submitted (UTC 11): 2/1/2024 5:00:00 AM

First name: Mike

Last name: Conlan

Organization:

Title:

Comments: I have always paid my monthly balance in full and on time. For months my visa account has shown an outstanding balance, I can't account for.

I have called Alaska's service center several times, for months, I have written emails, and sent numerous letters [ndash] WITH NO RESPONSE!

I paid off a \$500 balance, I cannot account for, and closed my visa account w/Alaska.

I still have a savings account.

Jennifer [ndash] all I have requested is to add my debits and my credits - That should be my actual balance.

Thanks, for getting back to me.

ATTACHMENT: Alaska letter 8-28-21.docx is letter content.