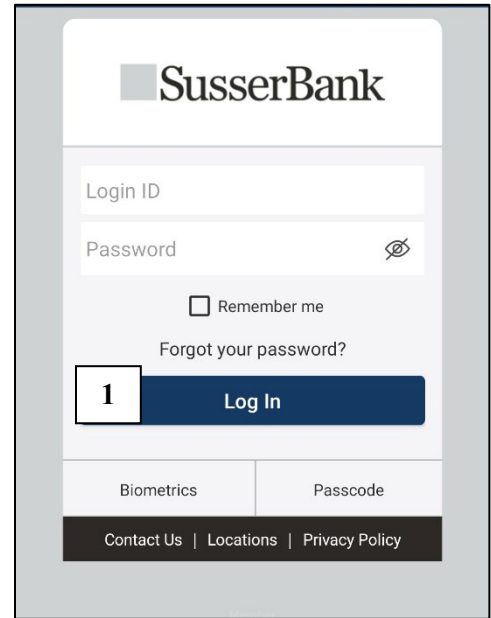
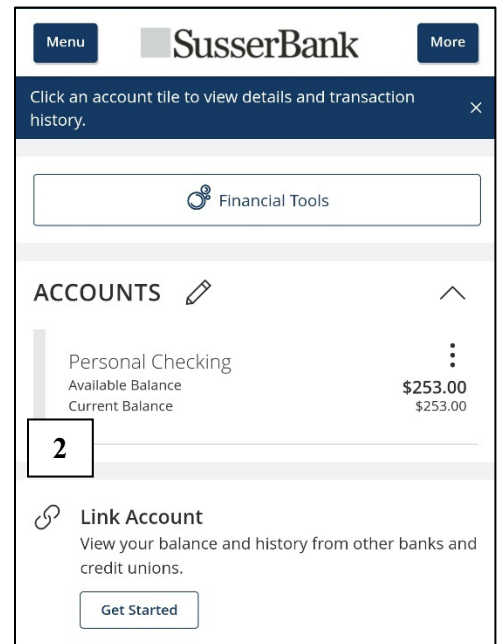


### MOBILE APP INSTRUCTIONS:

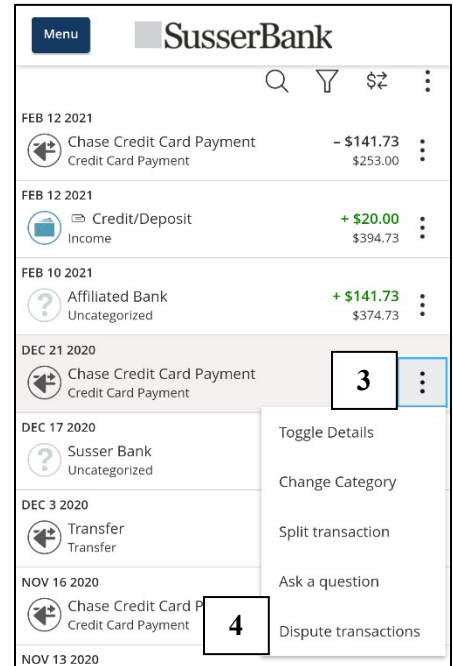
1. Sign into the Susser Bank mobile app. If you have not downloaded the mobile app yet, search your app store for “Susser Bank” and then download. Login using your existing online banking username and password.



2. After logging in, **select the account** you need to perform a dispute on.

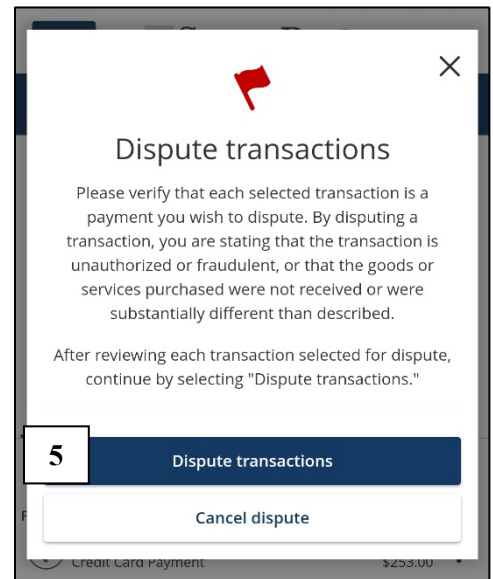


- After selecting the appropriate account, **select the ellipsis** to the right of the transaction you would like to dispute.



- After selecting the ellipsis, select **“Dispute transactions”**.

- The screen to the right will appear. After reading the disclosure, select **“Dispute transactions”**.



6. After selecting “Dispute transactions” the screen to the right will appear. If multiple transactions need to be disputed, you can select those at this time.

7. After selecting your transaction(s), select “Continue”.

Transaction	Amount
Chase Credit Card Payment	-\$141.73
Credit Card Payment	\$253.00
FEB 12 2021	
Credit/Deposit	+\$20.00
Income	\$394.73
FEB 10 2021	
Affiliated Bank	+\$141.73
Uncategorized	\$374.73
DEC 21 2020	
Chase Credit Card Payment	-\$159.56
Credit Card Payment	\$233.00
DEC 17 2020	
Susser Bank	+\$159.56
Uncategorized	\$392.56
DEC 3 2020	
Transfer	-\$150.00
Transfer	\$233.00
NOV 16 2020	
Chase Credit Card Payment	-\$209.46
Credit Card Payment	\$383.00
NOV 13 2020	
Credit/Deposit	+\$209.46
Income	\$592.46
SEP 30 2020	
Venmo Bank Verification	-\$0.30
Transfer	\$383.00

Number: 3  
Totaling: \$501.03

Buttons: Cancel, Continue

8. After selecting “Continue” the screen to the right will appear with the transaction(s) you selected. If everything is correct, select “Continue dispute”. You will be prompted to answer some questions to complete the dispute process. Afterward, our Client Care department will process the dispute. **Note:** It could take up to 10 days to receive provisional credit.

Dispute Transactions

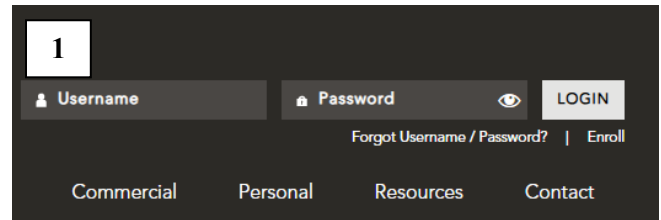
Transactions to dispute

- Dec 21 2020 Chase Credit Card Payment - \$159.56
- Nov 16 2020 Chase Credit Card Payment - \$209.46
- Jun 25 2020 PAYMENT FOR AMZ STORECARD 85421988 - \$132.01

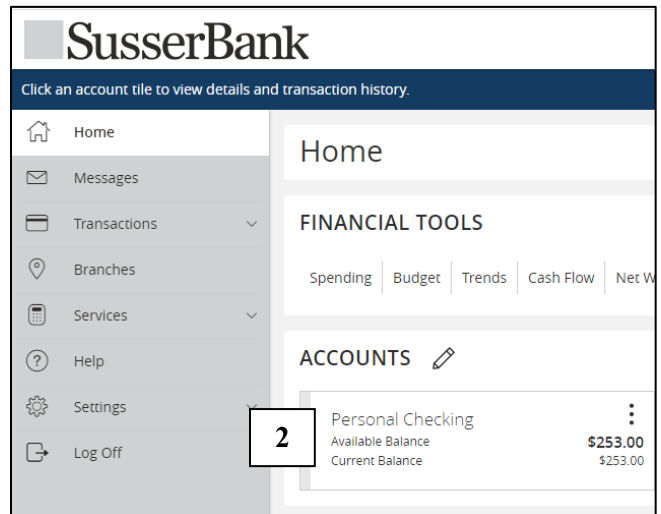
Buttons: Continue dispute, Back, Cancel dispute

### WEB BROWSER INSTRUCTIONS:

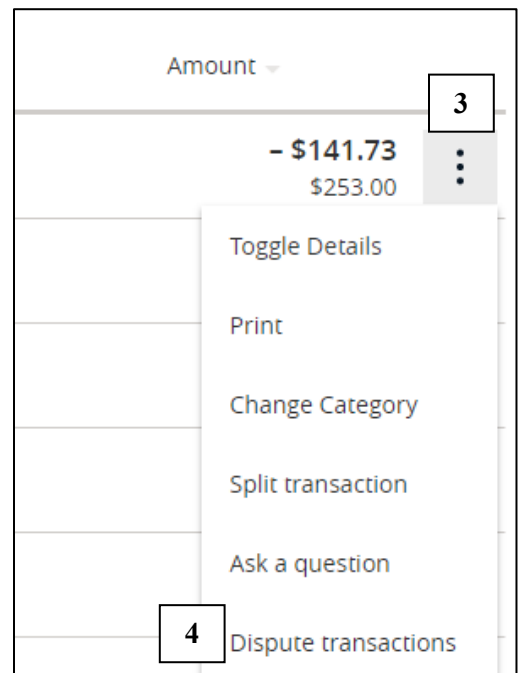
1. Begin by searching for [www.SusserBank.com](http://www.SusserBank.com) within your web browser. The homepage will then appear for Susser Bank. Login using your existing online banking username and password.



2. After logging in, your online banking home screen will appear. Select the appropriate account to begin the dispute process on.

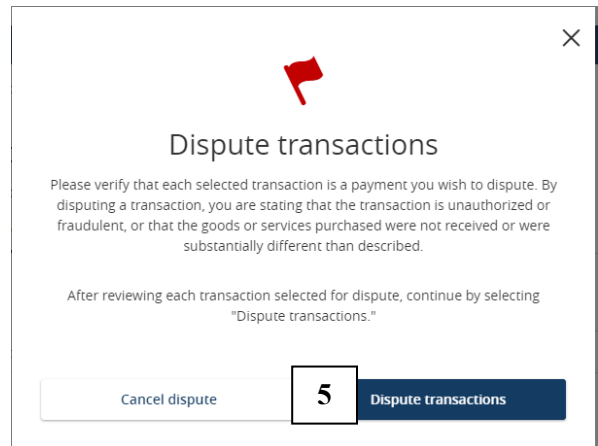


3. After selecting the appropriate account, the screen to the right will appear with your transaction(s). Begin the dispute process by **selecting the ellipsis** next to the transaction on the right.

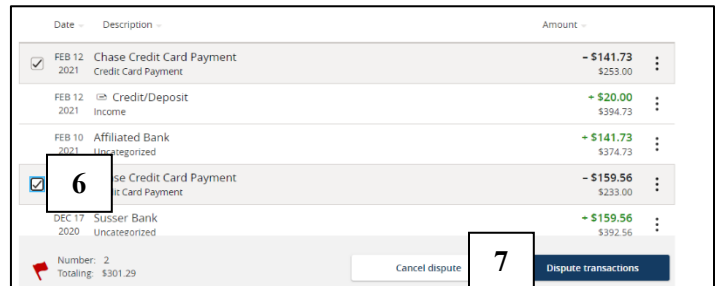


4. Then select “Dispute transactions”.

- After selecting “Dispute transactions” the screen to the right will appear. After reading the disclosure, select “Dispute transactions” to continue.



- After selecting “Dispute transactions” the screen to the right will appear. If multiple transactions need to be disputed, you can select those at this time.



- After selecting your transaction(s), select “Dispute transactions” to continue.

- After selecting “Dispute transactions” the screen to the right will appear with the transaction(s) you selected. If everything is correct, select “Continue dispute”. This will then take you through the dispute process. After answering the necessary questions, our Client Care department will process the dispute. **Note:** It could take up to 10 days to receive provisional credit.

