



Visa Dispute
VROL Case Number: 8765309
Customer: Jethro Bodine
Visa ending *2345
\$3156.27 USD

July 11, 2024

To: Chargeback Processing Department

[The Windy City Hotel](#) is a small boutique property that prides itself on offering a range of services tailored to our guests' needs. Through our website, customers can preview guest rooms, event spaces, menus, book spa treatments, or cabanas. We are dedicated to accommodating special requests and ensuring complete guest satisfaction.

Despite our customer-focused approach, Jethro Bodine has initiated a chargeback of \$3,156.27, citing Fraud 10.4. We firmly believe this dispute should be withdrawn, and the funds returned to The Windy City Hotel, as Jethro authorized the payment, making this a case of friendly fraud.

Below is a detailed timeline, including screenshots and documentation, proving Jethro Bodine authorized all charges for the event and hotel stay:

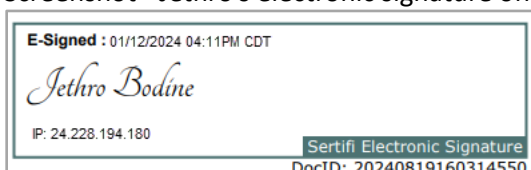
Sunday January 12, 2024

Jethro Bodine called the hotel to book his bachelor party on June 15, 2024. After finalizing details, he was sent a contract for signature, including terms, conditions, and a payment schedule. The total contract value was \$25,000, with three scheduled payments:

- \$5,000 deposit due immediately, paid January 12
- \$10,000 paid February 9
- \$10,000 paid June 11
- Screenshot - The initial \$5,000 deposit, authenticated by 3D Secure with AVS matched.

FOLDER CONTENTS (5)				
Status	Type	Name	Action	Approval
Signed		Event Sales Contract		
	Paid - Credit Card	Initial deposit- \$5,000.00 <small>(Due: 01/12/2024)</small>		AVS 3DS

- Screenshot - Jethro's electronic signature on the contract (attached as "Event Sales Contract").



- Screenshot - IP address matching Jethro's billing address in Hicksville, NY.

IP Details For: 24.228.194.180

Decimal:	417645236
Hostname:	ool-18e4c2b4.dyn.optonline.net
ASN:	6128
ISP:	Optimum Online
Services:	None detected
Assignment:	Likely Static IP
Country:	United States
State/Region:	New York
City:	Hicksville



The map shows the state of New York with a red pin indicating the location of Hicksville. The map includes labels for neighboring states: Vermont, New Hampshire, Massachusetts, Connecticut, Pennsylvania, Maryland, Delaware, and Virginia. Major cities like New York, New Jersey, and Philadelphia are also visible. The map is credited to Leaflet and OpenStreetMap.

Sunday January 12, 2024

Jethro completed the initial deposit of \$5,000, which remains undisputed.

Friday February 9, 2024

Jethro completed the second payment of \$10,000, which remains undisputed.

Tuesday June 11, 2024

Jethro completed the third payment for \$10,000, which remains undisputed.

Monday June 17, 2024

The card on file was charged for additional amenities during the event. The itemized receipt is attached as "Hotel Folio Receipt."

The attached evidence clearly demonstrates that the claims made in the dispute are baseless and should meet Visa's Compelling Evidence 3.0 requirements. We would have gladly resolved any issues with Jethro directly, but he did not give us that opportunity. We request that the disputed funds be reversed. If not, Jethro would be receiving additional services and products for free, which is essentially theft.

Thank you for taking time to review this case.

Kindest Regards,
The Windy City Hotel Customer Service Team

800-555-1234
1 Public Square
Chicago, IL 10001

Supplemental Compelling Evidence included:

- 1. BEO Contract**
- 2. Hotel Folio Receipt**