



## Payment Investigation Request Form

**Important Information:**

- You recently advised us that you had paid your bill. Unfortunately, we have no record of your payment. To help us investigate your claim that you paid your bill, please provide the information requested on this form and send the completed form back to the AT&T Accounts Receivable Center within 10 calendar days of **September 26, 2017**. This will prevent further collection activity on the amount being investigated.
- A copy of your bank statement is not sufficient proof of payment.

**Customer Instructions:**

1. Complete all required fields on this form. A separate form should be used for each check.
2. Send the completed form via FAX or E-Mail, along with a copy of the front and back of the check, a legible copy of the electronic remittance history from your bank or a legible copy of your Authorized Payment Location Receipt (if applicable), to the AT&T Accounts Receivable Center.

FAX: **888.538.6028** (Inside the US) or **314.571.2866** (Outside the US)

E-Mail: [G20775@amcustomercare.att-mail.com](mailto:G20775@amcustomercare.att-mail.com)

**NOTE: Use of encryption software is recommended when emailing information from your financial institution.**

|                            |                       |                       |
|----------------------------|-----------------------|-----------------------|
| <b>Account Information</b> | <b>Bill Name</b>      | The Diennet Institute |
|                            | <b>Account Number</b> | 9605513678            |

|  |               |                           |
|--|---------------|---------------------------|
| <b>Contact Information</b><br><small>How may we reach you?</small> | <b>Name</b>   | Juan Hurtado              |
|  | <b>Phone</b>  | (818) 913-2061            |
|  | <b>E-Mail</b> | juancruzhurtado@gmail.com |
|  | <b>Fax</b>    |                           |

|                            |   |              |
|----------------------------|---|--------------|
| <b>Payment Information</b> | <b>Debit/Credit Card/Checking Account #</b> | BC-CHEK-4968 |
|                            | <b>Check # or Expiration Date</b>           | 7866         |
|                            | <b>Transaction Amount</b>                   | 8,505.87     |
|                            | <b>Transaction Date</b>                     | 09/20/2017   |

|  |               |  |
|--|---------------|--|
| <b>Posting Information</b><br><small>Fill out this section only if a single payment was submitted for more than one account.</small> | <b>Amount</b> | <b>Billed Telephone Account Number</b> |
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Revised July 14, 2016