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Complaint Submitted

Your complaint has been submitted and assigned the ID **13030946**. For your reference, a copy of your complaint appears below. You will also receive an email with a link that you may use to view this complaint.

The complaint is being handled by the dispute center listed below. Please contact them with any questions.

BBB of Delaware (Wilmington, DE)  
60 Reads Way   
New Castle , DE 19720  
 [info@delaware.bbb.org](mailto:info@delaware.bbb.org)  
Web: [http://www.delaware.bbb.org](http://www.delaware.bbb.org/)

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
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| **Consumer Information**   |  |  | | --- | --- | | **Date Filed:** | 8/13/2018 | | **Sal:** | Ms. | | **First Name:** | Tara | | **Middle Name:** | S | | **Last Name:** | Jennings | | **Suffix:** |  | | **Address:** | 200 Hollow Tree Lane Apt 1105   Houston Texas 77090  UNITED STATES | | **Daytime Phone:** | 6624333502 | | **Evening Phone:** | 6624333502 | | **Fax:** |  | | **Email:** | TARASING@MSN.COM [(email)](mailto:TARASING@MSN.COM) | | **Business Information**   |  |  | | --- | --- | | **Business ID:** | 0007001782 | | **Name:** | The Bancorp Bank | | **Address:** | 409 Silverside Road, Suite 105 | | **City:** | Wilmington | | **State/County:** | DE | | **Zip/Postal Code:** | 19809 | | **Business Phone Number:** | (302) 385-5000 | | **URL:** |  | |

**The consumer was presented with and accepted the HIPAA release on 8/13/2018**

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**Complaint Detail / Problem**

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| **Complaint Type:** | Customer Service Issues |
| **Problem:** | Housing Issues, due to, FEMA not approving my claim. I depend on this money to help shelter my family. |

**Desired Resolution / Outcome**

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| **Desired Resolution:** | Other (requires explanation) |
| **Desired Outcome:** | My monthly payments refunded and monetary settlement. |

**Message to BBB**

This complaint is for Smione Card Services ending in 6628, and complaint file with Bancorp Bank at 1-866-532-9636. I am disputing all transactions for the months of April, May and June 2018. Please speak with Dispute Solution Department.

**Complaint Background**

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| Not all of these questions are required.  Please provide as much information as you have. | | |
| |  |  |  | | --- | --- | --- | | 1. | Product/Service Purchased: | Bancorp Bank | | 2. | Model Number: |  | | 3. | Contract, Account, or Policy #: | 883107742081 | | 4. | Order #: |  | | 5. | Purchase Date: | 4/12/2018 | | 6. | Date Problem First Occurred: | 4/12/2018 | |  |  |
| Dates you complained to the company/organization | | |
| |  |  |  | | --- | --- | --- | | 7. | First Date: | 8/3/2018 | | 10. | Payment Made: | Deposit | | 11. | Payment Method: | ACH Debit | |  |  |
| Name of Sales Person | | |
| |  |  |  | | --- | --- | --- | | 13. | First Name: |  | | 15. | Last Name: |  | | 17. | Purchase Price: | $0.00 | | 18. | Disputed Amount: | $629.00 | |  |  |

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