

Evidence Documentation Checklist

From: Travis J. Martin - How to Fight Corporations and Win

Your Silent Weapon: Complete Documentation Guide

Use this checklist to ensure you have all necessary evidence before escalating your dispute.

Basic Information

- Account/Transaction Number
 - Dates of all relevant events
 - Names of all company representatives contacted
 - Reference/case numbers from each interaction
 - Your contact information used (email, phone, address)
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Written Communications

- [] **All emails** (to and from the company)
 - Save as PDF with full headers showing dates/times
 - Include automated responses and confirmations
- [] **Chat transcripts** (if available)
 - Screenshot entire conversations
 - Note date, time, and agent name
- [] **Letters** (sent and received)

- Keep copies of everything you mailed
 - Save certified mail receipts and tracking
 - **Text messages** (if relevant)
 - Screenshot with timestamps visible
 - Include phone numbers
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Phone Call Documentation

- **Call logs** from your phone showing:
 - Date and time of each call
 - Duration of call
 - Phone number called
 - **Written notes** from each call including:
 - Agent name and ID number
 - Reference/case number created
 - Summary of what was discussed
 - Promises or commitments made
 - Next steps agreed upon
 - **Recordings** (if you recorded - check your state's laws first!)
 - Clearly labeled with date and purpose
 - Transcribed if possible
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Financial Records

- **Bank/credit card statements** showing:
 - Original transaction

- Unauthorized charges
 - Refund attempts (if any)
 - **Receipts** (physical or digital)
 - Purchase confirmation
 - Order numbers
 - Shipping confirmations
 - **Invoices or bills**
 - Original and any corrections
 - Payment history
 - **Chargeback documentation** (if filed)
 - Dispute form submitted
 - Bank' s response
 - Company' s rebuttal (if any)
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Product/Service Evidence

- **Photos** of defective products
 - Multiple angles
 - Include packaging if relevant
 - Date-stamped if possible
- **Videos** showing malfunction or issue
 - Clear, well-lit footage
 - Narrate what' s being shown
- **Screenshots** of:
 - Misleading advertisements
 - Terms of service violations

- App/website errors
 - Broken links or missing information
 - Price changes or bait-and-switch tactics
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Company Policies & Terms

- **Terms of Service** (as they existed when you agreed)
 - Save full PDF copy
 - Highlight relevant sections
 - **Return/refund policy**
 - Screenshot or PDF
 - Note any changes made after your transaction
 - **Warranty information**
 - Manufacturer and retailer warranties
 - Coverage periods and exclusions
 - **Promotional materials** you relied on
 - Ads, emails, or social media posts
 - Any guarantees or promises made
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Legal & Regulatory References

- **Applicable consumer protection laws**
 - Federal (FTC Act, FDCPA, FCRA, etc.)
 - State statutes
 - Industry-specific regulations
- **Regulatory complaints** (if filed)

- FTC complaint number
 - CFPB case number
 - State Attorney General reference
 - BBB complaint ID
 - **Similar cases** (if you found any)
 - Court decisions
 - Regulatory actions
 - Class action lawsuits
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Timeline Documentation

- **Chronological timeline** of all events
 - Date and description of each interaction
 - Who you spoke with
 - What was promised
 - What actually happened
 - **Deadline tracking**
 - When you expect resolution
 - Statutory deadlines (e.g., 30 days for credit disputes)
 - Your own deadlines in demand letters
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Organization & Storage

- **Single master folder** containing all evidence
 - Organized by category
 - Clearly labeled files
- **Master PDF** combining key documents

- Named: “[Your Name] - [Company] - Evidence - [Date].pdf”
 - Table of contents at the beginning
 - Page numbers on each document
 - [] **Backup copies** stored in:
 - Cloud storage (Google Drive, Dropbox, etc.)
 - External hard drive
 - Email to yourself
 - [] **Physical copies** (for important matters)
 - Printed and organized in binder
 - Ready to mail if needed
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Pro Tips

Before You Start Collecting:

1. **Act Fast:** Evidence disappears quickly (emails deleted, policies changed, recordings purged)
2. **Be Thorough:** Collect more than you think you need
3. **Stay Organized:** Label everything clearly from day one
4. **Preserve Originals:** Never edit or alter original files
5. **Note Sources:** Record where and when you obtained each piece of evidence

Red Flags That You Need More Evidence:

- **✗** You can't prove when something happened
- **✗** You're relying on memory instead of documents
- **✗** You have gaps in your timeline
- **✗** You can't prove what the company promised
- **✗** You don't have financial proof of damages

When You Have Enough Evidence:

- You can tell the complete story using only documents
 - Every key fact has supporting evidence
 - You can prove what you were promised vs. what happened
 - Your timeline is complete with no gaps
 - You have proof of all financial damages
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Next Steps

Once you' ve completed this checklist:

1. **Compile everything** into your master PDF
 2. **Review for gaps** - collect any missing pieces
 3. **Create your timeline** document
 4. **Draft your demand letter** using the evidence
 5. **Keep collecting** - documentation never stops until resolution
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Remember: Strong documentation is the difference between “he said, she said” and a winnable case.

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