
CUSTOMER AND ACCOUNT INFORMATION

Card Number:

Card Type:

Date Customer Initially Notified Bank of EFT Error:

Complete this form as accurately as possible. Claims for resolution of unauthorized transactions or merchant disputes should be reported to us within 60 days of the Bank's transmittal of the account statement on which the transaction appears.

Please include a valid telephone number should we need to contact you

Cardholder Name:

Address:

Phone Number:

Email Address:

Account Type:

- Checking:
- Savings:

Dispute Type:

Claim Amount:

METHOD OF DISCOVERY

I discovered, or was notified of, the unauthorized transaction or error on when I:

- Inquired on my account
- Reviewed my monthly statements
- Received a call from the Fraud Center

Mark the unauthorized or disputed transaction(s) on the applicable statements and supply copies of all pertinent documents.

UNAUTHORIZED USE

- I currently have possession of my card
- I had possession of my card until
 - My card was on
 - My wallet or purse was also lost or stolen.

- I permitted to use my card on
- I suspect may have obtained and used my card to complete the unauthorized transaction.

While a police report is not required, I did file a police report:

Police Report Number:
Officer Name:
Phone Number:
District:

ERROR

- My account was debited for an incorrect amount
The amount of this transaction posted for:
but should have posted for:
Attach a copy of the receipt showing the correct amount.

- I paid for goods or services by other means:

Provide proof of your payment

- I was charged more than one time for the same transaction.
Include all transactions in Transaction Detail section.

MERCHANT DISPUTE

- I had a recurring charge for services that were charged through my debit card but canceled the related service; however, I am still being debited for the service.
Were you advised of a cancellation policy?
If yes, please explain:

I cancelled this recurring transaction with the merchant on:
Cancellation #: _____ Reason: _____

- I purchased merchandise and was charged on _____ but returned the merchandise on _____. I have not received credit for the return.
If mailed, provide copy of *Proof of Return*
Or shipping company: _____ Tracking #: _____

- I have not received the merchandise that was to be shipped to me, but I was still charged by the merchant.
What was ordered?
Expected delivery date: _____

ATTEMPT TO RESOLVE

- Spoke with: _____ Date: _____
- Could not contact _____ Reason: _____
- I received a credit receipt, voucher of refund acknowledgement that has not posted.
Date of credit: _____ Invoice/receipt number: _____

Describe your attempt to resolve with the merchant:

- I agree to notify the bank if I receive credit from the merchant for this dispute.**



TRANSACTION DETAIL

Date of Transaction	Merchant Name/Location	Amount of Transaction

Additional information:

Provide any additional information or comments related to the dispute or the customer's resolution attempts.

Signature

Date