

EFT - ERROR RESOLUTION REQUEST

Today's Date _____ Cardholder Name _____
Cardholder's Daytime Phone _____ Cardholder's Evening Phone _____
Address _____
City _____ State _____ Zip _____
Account Type _____ Last 4 of Soc. Sec. # _____
Last 4 of Debit Card # _____

Fraudulent Transactions

- Lost Stolen Card not received as issued
 Counterfeit Card Not Present Account takeover

- I did not authorize the transaction(s) listed below.
 Card was listed on the Network Warning Bulletin on _____
 Cardholder in possession of the card at time of transaction.

- My debit card was charged twice. The first charge posted on _____
 The amount of the transaction below differs from the amount I authorized.
 I authorized _____ (receipt **required**).
 Recurring Charges after Cancellation.

On _____ I notified the merchant to cancel our monthly/yearly agreement.

Spoke with _____

*Please provide proof of cancellation if available.

An attempt to resolve with the merchant is **required** for all of the dispute scenarios listed below. Please describe the attempt, including dates and time, in the comments field below.

- I did participate in the transaction but I am disputing for one of the following reasons:
 Merchandise or Services not Received. Expected date of delivery _____
 Paid by other means. Please include proof of other payment, such as copy of check, money order, receipt or credit card statement.
 Credit from merchant not received. Please include copy of credit voucher if available.
 Merchandise not as described or defective.

Comments: _____

Transaction Date _____ Disputed Amount _____
Original Amount _____
Merchant / Terminal Name _____
Cardholder Signature _____

Statement taken by: _____ Date: _____
Branch Number: _____ Dispute Filed: _____
Dispute Resolved: _____ Cardholder Notified: _____

