



EFT-Error Resolution Request

Cardholder Name _____ Today's Date _____

Cardholder's Daytime Phone _____ Evening Phone _____

Address _____

City _____ State _____ Zip _____

Account type _____ Account number _____

Debit Card Number _____

- I did not authorize the transaction(s) listed below.
- 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 and spoke with _____.

**Please provide proof of cancellation if available*

An attempt to resolve with the merchant is **requested** for the entire 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 _____ Dispute filed _____

Fraudulent Transactions

- Lost Stolen Card not received as issued
- Counterfeit Card not present Account takeover

Dispute Resolved _____ Cardholder notified _____

Debit Card Fraud Interview Questions

When did you discover the problem? _____

How did you discover the problem? _____

When & where did you last use your card? _____

Did you apply for this account? Yes No

Do you know who applied for this account/committed the fraud? Yes No

If yes, answer the following questions:

What is the name of the person? _____

What is the relationship of the person? _____

Enter any information about the suspect (i.e. phone number, etc).

Are you willing to prosecute? Yes No

Did you file a police report? Yes No

When did the fraud happen? _____

Where did the fraud happen? _____

Debit Card Chargeback Dispute Questions

Is the disputed transaction Recognized Unrecognized

Is the dispute item related to service merchandise or tickets?

Why would you like to dispute this item? _____

What was purchased? _____

When did you expect to receive the merchandise? _____

Did you receive any part of your order? Yes No

Have you attempted to resolve this dispute with the merchant?

Yes No Unable

If you answered yes to the previous question:

Who did you speak with? _____

What was the merchant's response? _____

If you answered no above:

Why were you unable to contact the merchant? _____

Explain in your own words why you are disputing the transaction.
