

## 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

- |                                      |   |  |
|--------------------------------------|---|--|
| <input type="checkbox"/> Lost        | <input type="checkbox"/> Stolen           | <input type="checkbox"/> Card not received as issued |
| <input type="checkbox"/> Counterfeit | <input type="checkbox"/> Card Not Present | <input type="checkbox"/> 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: \_\_\_\_\_

