

ATM/POS Card Notice of Dispute / Fraud

Member Name: _____
Cardholder name

Card Number: _____ XXXXXX _____
First 6 digits Last 4 digits

Account Number: _____
List the account number associated with this card

Disputed Amount: _____
List the total of all disputed items, not including fees

Email Address: _____
Please list primary personal email address

Transaction posting date: _____
If multiple, list on second sheet

Daytime Number: _____
Best contact number

Merchant Name: _____
If multiple, list on second sheet

Please Note: If you are disputing more than one item please refer to page 2.

ATM/POS Statement of Fraud

I have not, nor has anyone authorized by me, participated in this transaction.

My card: has not been out of my possession was reported lost/stolen on (date) _____

I discovered the first fraudulent transaction(s) on: _____

I notified the Credit Union about the fraudulent transaction(s) on: _____

The first fraudulent transaction posted to my account on: _____

I filed a police report with the City of _____ Date _____ Report # _____

Note: If you have filed a police report, please provide a copy with your claim.

ATM Withdrawal Dispute

I am disputing this transaction for the following reason:

ATM did not dispense cash in the amount of \$ _____

ATM amount requested was \$ _____ I only received \$ _____

ATM Deposit Dispute

I am disputing this transaction for the following reason:

ATM did not post the deposit transaction of \$ _____ (cash or check, circle one)

If check, please provide payee name _____

ATM deposit key in error: Amount entered \$ _____ Should be \$ _____

ATM check deposit posting error: Check for \$ _____ Posted as \$ _____

Give a brief description of disputed transaction: (Include any related information - name(s) of person(s) spoken with, times, method of contact, copies of receipts, etc. Use separate sheet if necessary.)

Please complete and sign this form and return to:
Attn: Card Services Dept. FAX: 866.798.3265 or EMAIL: card_services@SouthlandCU.org

Continued on next page.

