

ATM/Debit Card Transaction Dispute Form

Name:	ATM/DEBIT Card Number:	Account Number:
Phone Number:	Police Report Number (Please attach a copy if applicable)	

At the time of fraudulent transaction, my card was: ATM Card Debit Card

In my possession Lost Stolen Never Received

Date card discovered loss/stolen _____

Name(s) of anyone who may have access to card and/or PIN:

ATM DISPUTE

Date of ATM Error: _____ Amount of Error: _____

Time of Transaction: _____ ATM Location: _____

Incorrect amount or cash not dispensed. The amount on receipt is \$ _____ : however, \$ _____ was dispensed from the ATM. **(Please provide copy of receipt or location of ATM and time of withdrawal took place)**

Duplicate posting. The original transaction posted to account for \$ _____ on _____ Duplicate transaction posted to account for \$ _____ on _____

I did not authorize an ATM withdrawal for \$ _____ that posted to my account on _____

ATM card was lost/stolen and an unauthorized withdrawal posted to my account for \$ _____ on _____

Please sign bottom of page 2

DEBIT CARD DISPUTE

Please list disputed transaction(s) below:

Transaction Date(s)	Merchant Name(s)	Transaction Amount(s)

****If more space is needed, please attach a separate sheet of paper** **Complete dispute reason(s) on pg. 2****

Check appropriate dispute reason(s): (check only those that apply)

- I did not have knowledge of the above transaction(s) nor did I allow anyone to use my debit card.
(Contact merchant directly for reimbursement prior to disputing charges)

Date merchant contacted: _____ Merchant response: _____

- I authorized the merchant to bill my account on a monthly or continuing basis; however, I canceled or revoked that authorization.

Date merchant notified: _____ Cancellation date: _____ Cancellation confirmation number: _____

- Duplicate posting. The original transaction posted to account for \$ _____ on _____
Duplicate transaction posted to account for \$ _____ on _____

- I canceled a reservation with a merchant within the guidelines set by that merchant and agreed to by me at the time the reservation was initialed; however, my account was charged for the reservation.

Provide a cancellation number provided by merchant or reason you do not have a cancellation number:

- Merchandise received on _____ was returned to merchant on _____
Reason for dispute: _____
(Provide signed proof of return or postal receipt)

- Merchandise not received. Expected delivery date: _____ Date merchant contacted: _____
Merchant response: _____

- I have received a credit receipt from the merchant; however, the credit has not posted to my account.
(Provide copy of credit receipt (if applicable)).

- I certify that the services or merchandise charged to my account were paid by other means.
If no method of other payment can be determined, issue must be resolved between consumer and merchant.
(Provide a copy of the other method of payment: i.e. cash receipt, canceled check, credit card receipt or statement, etc.)

- Incorrect amount. The amount on receipt is \$ _____ : however, \$ _____ posted to my account. **(Must provide copy of receipt)**

- Other type of dispute **(situation must be described in detail):**

I am willing to take all reasonable action necessary to assist in the prosecution of the person(s) who committed this fraud. I am authorizing the release of this information, including my ATM/Debit card information, to any local, state or federal law enforcement agency for the purpose of assisting them in the investigation and prosecution of the person(s) who committed this fraud.

Cardholder Signature: _____ Date: _____