

## EFT – ERROR RESOLUTION REQUEST

Today's Date \_\_\_\_\_ Cardholder name \_\_\_\_\_  
Cardholder's Daytime Phone \_\_\_\_\_ Cardholder's Evening Phone \_\_\_\_\_  
Address \_\_\_\_\_  
City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_  
Account Type \_\_\_\_\_ Account Number \_\_\_\_\_  
Debit Card Number \_\_\_\_\_

### 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 disputed 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: \_\_\_\_\_