

Statement of Unauthorized or Disputed ATM/Debit/Credit Card Transactions



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Member Information (As Applicable and as Required by the Credit Union)

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Name _____ Card Number _____ Member Number _____ Daytime Phone _____ Email Address _____

Unauthorized or Disputed ATM/Debit/Credit Card Transaction Information

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Type of Claim: Non-Fraud (use certifications in Section 3 only) Fraud* (use certification in Section 4 only)

***Do not Check Fraud for:**

- Introductory or trial offers (cardholder must contact merchant, return product per merchant's return policy)
- Recurring transactions (previously authorized charges from the same merchant)
- Cardholder has or has had an account with the merchant (ie. Google, iTunes, Amazon, Comcast, etc.)

Type of Loss: Card was lost Card was stolen Card was in my possession at the time the transaction(s) occurred.

I discovered the Unauthorized ATM/Debit/Credit Card transaction(s) on: _____ after my card was lost or stolen, or
Date Discovered _____ from my statement or an online service.

3. Have you ever given your Debit/ATM card or PIN, or Credit Card to another person to use? Yes No If yes, explain below:

4. Do you know who may have performed the transaction(s) in dispute? Yes No If yes, explain below:

5. Please list and provide the date, amount and location for each Debit/ATM/Credit Card transaction in dispute.

Transaction Date	Transaction Amount	Merchant Name, ATM Location or Other Description

Transaction Date	Transaction Amount	Merchant Name, ATM Location or Other Description

Non-Fraud Dispute Certifications

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- Only one transaction was made with the above-referenced merchant. On my statement, the same merchant processed an additional charge to my account for the same amount, which I neither participated in nor authorized.
- I participated in the above transaction but have not received the merchandise. (Describe your attempts to resolve the matter with the merchant as well as the expected date of delivery in the Additional Facts section below).
- I participated in the above transaction(s), but have returned the merchandise/cancelled services(s) per the merchant's instructions and have not received credit. (Enclose a copy of the following: tracking number, receipt and/or RMA#).
- I contacted/attempted to contact the merchant & cancelled the monthly recurring transaction or my reservation. (Please provide the cancellation date & cancellation number, if you received one. If you were not given a cancellation number, please note in the Additional Facts section below).
- The shipped merchandise I received is defective. (Describe in the Additional Facts section below the defect or damage, attempts to return the merchandise and the merchant's response).
- The merchandise/service(s) were not as described. Please provide written documentation. (Describe in the Additional Facts section below the difference between what was expected and what was provided – i.e. color, quantity, quality, etc.)
- Other. (Describe in the Additional Facts Section 5 below. Include any documents such as invoices, receipts, emails or text messages).

Fraud Dispute Certifications (For fraud claims only. Do not check if you did not check the "Fraud" box above)

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I certify that the charges(s) was/were not made by me or a person authorized by me to use my card, nor were the goods or services for this/these transaction(s) received by myself or a person authorized by me.

Additional Facts, Information or Comments about the Unauthorized/Disputed Debit/ATM/Credit Card Transaction(s)

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Certification & Promises by the Owner

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Certification: I certify under penalties of perjury that I have read this statement in its entirety and attest that all information provided and all certifications made in this Statement are true and correct. I have reviewed my periodic statement, account or internet service and have discovered the unauthorized/disputed transaction(s) identified in this statement. I attest that the transactions(s) was/were not performed by me or anyone that I authorized and that I did not receive any personal benefit from the transaction(s). I agree that your credit union and anyone else to whom this Statement is provided may rely on the information and certifications contained in it.

Promise to Indemnify, Defend and Hold Harmless: I agree to indemnify, defend, and hold harmless your credit union and any other person who relies on this Statement from all claims, damages, losses and costs (including attorney fees) because of actions taken in reliance on the information provided or the certifications and promises made in this Statement.

Information, Release of Information and Cooperation: I agree to provide you with additional information concerning the unauthorized/disputed transaction(s) on your request. I consent to the release of any information in this Statement to any person who has a business or law enforcement interest in the unauthorized /disputed transactions(s).

Member Signature _____

Branch _____

Employee No. _____

Statement Date _____

Reviewed

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