

Debit Card Fraud Form

What to Do in Case of Unauthorized Transactions on Your Account

If you notice a transaction that you did not authorize or have no business history with the merchant, then it's considered fraudulent. Report such activity immediately. However, if you had previously authorized a merchant to debit your account or signed up for a free trial or membership, and you wish to dispute a transaction due to non-delivery of service/merchandise or you're unhappy with the service/merchandise, please fill out the **Debit Card Non-Fraud Dispute Form**.

This form must be completed and returned to TruEnergy FCU within 10 calendar days.

Once you submit this form, your current debit card will be deactivated upon processing, unless that card is already deactivated.

Cardholder Name:

Phone Number: _____ Email Address: _____

Card Number: _____ Expiration Date: _____

When was the last time you processed a valid transaction?

Amount: _____

Location: _____

Name of Merchant: _____

1. Dispute Reason/Elaboration

At the time of the transaction(s), please indicate status of card (*Please check one*):

Card was lost Date card was Lost _____

Card was stolen Date card was Stolen _____

Card used fraudulently while in cardholder's possession.

Never received card in the mail

If the cardholder is in possession of the card, is counterfeit card use suspected? Yes No

Do you have any knowledge of the identity of the person using your card? Yes No

If yes, please explain _____

Did you file a police report? Yes No

If yes, enter police report number and phone number _____

2. Transaction Information

Transaction Date	Merchant Name	Dollar Amount
1. _____	_____	_____
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____
7. _____	_____	_____
8. _____	_____	_____
9. _____	_____	_____
10. _____	_____	_____
11. _____	_____	_____
12. _____	_____	_____

Cardholder Signature*

Date

I want updates of this case via email *or mail* *(choose one)*

- The transactions identified above were not authorized or signed by me or by anyone acting upon my authority or with my consent or knowledge. I have not authorized anyone else, orally or in writing, nor have I given consent, nor do I have knowledge of implied consent, to use or have possession of this Debit Card. Neither I, nor any person(s) authorized to use my Debit Card, have received or will receive goods or services, or will otherwise benefit, directly or indirectly, from the transactions identified above.
- I believe that sales drafts, ATM transactions, telephone/mail orders, or applications bearing my purported signature, or the purported signature of person(s) authorized to use my Debit Card following the date reported above, are and will be forgeries.
- I certify to the best of my knowledge and belief that all of the information is true, correct, complete, and made in good faith. I also understand that this information may be provided to federal, state, and local law enforcement agencies for such action within their jurisdiction as they deem appropriate. I understand that knowingly making any false or fraudulent statement or representation may constitute a violation of 18 U.S.C. or other federal, state, or local criminal statutes and may result in imposition of a fine, imprisonment, or both.

If completing the PDF, please return it to cardservices@truEnergyfcu.org