

**ATM/POINT OF SALE CLAIM FORM (PIN Used):**

Please provide all information requested below in order to expedite your claim.

Account # \_\_\_\_\_ Member Name \_\_\_\_\_ Date \_\_\_\_\_

Card # \_\_\_\_\_ Daytime Phone# \_\_\_\_\_ Evening Phone# \_\_\_\_\_

**Disputed Transactions:** Please list the transactions you are disputing, amounts, and dates they cleared your account.

\_\_\_\_\_

\_\_\_\_\_

Please check the responses that best describe your claim:

- I asked for \$ \_\_\_\_\_, yet did not receive any of the funds. Please include copy of receipt.
- I asked for \$ \_\_\_\_\_, yet only received \$ \_\_\_\_\_. Please include copy of receipt.
- There was a duplicate transaction for \$ \_\_\_\_\_ on \_\_\_\_\_ (date) Please include copy of receipt.
- There was a discrepancy with my ATM deposit. Please explain in detail below.

In the space provided below, please explain what occurred at the time of the transaction. Did you receive an error message? Did the ATM seem to malfunction during processing? Did the machine take the money before you were able to retrieve it? Please provide any additional information that you feel will be helpful in our attempt to file this claim on your behalf.

\_\_\_\_\_

\_\_\_\_\_

**Unauthorized Transactions:** Please list the transactions you state are unauthorized and the dates they cleared your account.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please respond to the following questions:

- The above transactions are unauthorized because \_\_\_\_\_.
- My card was lost or stolen on \_\_\_\_\_ (date) and I reported it to Chartway on \_\_\_\_\_ (date).
- I have given \_\_\_\_\_ permission to use my card in the past and they do have knowledge of my pin number.
- I have my PIN written down and it is located \_\_\_\_\_.

In the space provided below please supply any additional information that you may feel will be helpful in our attempts to file this claim on your behalf. Use the reverse side of form if additional space is needed.

\_\_\_\_\_

\_\_\_\_\_

For unauthorized transactions-please complete the **AFFIDAVIT- FRAUDULENT USE OF A CREDIT OR DEBIT CARD** and **attach a copy of your ID.**

I certify that the above information is correct. I understand that Chartway has 10 business days to investigate my claim. If the credit union needs more time, they will provisionally recredit my account by the 10<sup>th</sup> business day for the amount(s) in question. If the credit union completes its investigation and decides there was no error, my account will be debited for the amount previously refunded. I may ask for copies of documents the credit union used to make its decision.

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_