

 **Debit Card Fraud Form**  
FEDERAL CREDIT UNION

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*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, kindly fill out the **Debit Card Non-Fraud Dispute Form**.

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 the 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 \_\_\_\_\_

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

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**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.

**Please return this form to [cardservices@truenergyfcu.org](mailto:cardservices@truenergyfcu.org).**