



ELECTRONIC FUNDS TRANSFER ERROR REPORT (ATM/DEBIT CARD DISPUTE)

fcbbanks.com 1-866-323-4322

Date, Cardholders Name, Address, City/State/Zip, Account Number, ATM/Debit Card Number, Debit Card Expiration Date, Telephone Number

ABOUT MY CARD

- I have my card in my possession
I have reported my card lost/stolen. I discovered the card was lost/stolen on (date). I reported this to FCB Banks on (date).
Is there another person that could have conducted this transaction? YES NO
Have you ever authorized anyone to use your ATM/Debit card? YES NO If yes, with whom & when
Did you attempt or regain possession of your card from that person? YES NO When?
I have contacted the Police and filed a report: YES NO If yes, with whom & when
If not, will you consider filing a report and providing us a copy? YES NO

ABOUT THE TRANSACTION - one transaction per form please

- I did not authorize the transaction Transaction Date Transaction Amount \$ Merchant/Terminal Name on Statement
I do not recognize the transaction Transaction Date Transaction Amount: \$ Merchant/Terminal Name on Statement
Incorrect amount of cash received from ATM Requested \$ Received \$ -
Incorrect amount of cash deposited to ATM Deposited \$ Credited \$
I have my receipt
I did not receive the merchandise
I authorized one transaction in the amount of \$ The Merchant deducted \$
My debit card was charged twice for the amount of purchase \$
Services were cancelled

ATTEMPT TO RESOLVE WITH MERCHANT

I have contacted the Merchant: YES NO Date Time
Name of Contact Cancellation Number
Results
Was product received? YES NO If yes, was item returned? YES NO Date
Proof (RMA #)

Note: Please provide any documentation that you may have in regards to this dispute (i.e. cancellation request letter, e-mail correspondence, etc.)

By signing below, I acknowledge receipt of the Electronic Fund Transfer Disclosure.

X

Customer Signature

FCB Banks will determine whether an error occurred within ten (10) business days after your complaint is submitted and will correct any error promptly. If more time is needed to complete an investigation, we may take up to ninety (90) days. If more time is needed, your account will be credited within ten (10) business days for the amount you think is in error. You will have use of the funds during the time it takes us to complete our investigation. If you are asked to submit your complaint or question in writing, and you do not comply with ten (10) business days, your account may not be credited.

If warranted, by signing below you release FCB Banks to share information from this electronic transaction error report with local, state and/or federal law enforcement agencies for further investigation.

X

Customer Signature