



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

fcbbanks.com 1-866-323-4322

Date, Account Number, Cardholder Name, ATM/Debit Card Number, Address, Debit Card Expiration Date, City/State/Zip, Current Email Address, Telephone Number

ABOUT MY CARD

I have my card in my possession, I have reported my card lost/stolen, Is there another person that could have conducted this transaction?, Have you ever authorized anyone to use your ATM/Debit card?, Did you attempt or regain possession of your card from that person?, I have contacted the Police and filed a report: If not, will you consider filing a report and providing us a copy?

ABOUT THE TRANSACTION - Check one box only - one transaction per form please

I did not authorize the transaction, Incorrect amount of cash received from ATM, Incorrect amount of cash deposited to ATM, I have my receipt, I did not receive the merchandise, I authorized one transaction in the amount of \$, My debit card was charged twice for the amount of purchase, Services were cancelled

ATTEMPT TO RESOLVE WITH MERCHANT

I have contacted the Merchant: Name of Contact, Cancellation Number, Results, Was product received?, Proof (RMA #)

Note: A copy of any written documentation (i.e. Cancellation Request Letter, e-mail correspondence, etc.) is required. 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 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