

Fraudulent Transaction Dispute Form

* Name: * Last 4 of card number:
(on which the transaction occurred)

Instructions for filing a dispute

Please note: this form is only to be used to dispute transactions that you believe to be fraudulent. A fraudulent transaction is one in which you did not authorize, participate in, or benefit from. If you are disputing transactions that you do not consider to be fraudulent, please use the Cardholder Non-Fraud Transaction Dispute Form. Include a separate sheet or letter if more room is needed for your explanation. If any of the below does not accurately reflect your dispute, please write a separate letter and include all of the transaction information listed below. Fields with asterisks (*) are required.

1. To submit a dispute using this form, please make sure that you complete all information. Any missing information will cause a delay in the processing of your dispute.
2. The form can be completed by one of the following methods:
 - Filling it out online and then printing it
 - Printing the form and then filling it out by hand
3. Return this form to your financial institution per their instructions.

I certify that I did not use and that I did not authorize anyone else to use my card for the Disputed Transactions identified below. I also certify that I did not receive any value or benefit in connection with the Disputed Transactions. I have made available below all information and suspicions I have about the Disputed Transactions, including any information regarding the identity of the person who wrongfully used my card for the Disputed Transactions. I authorize you to share the information with law enforcement, banking regulators and other third parties in connection with any investigation of the Disputed Transactions, including any criminal investigation. I agree to cooperate in any such investigation and in the prosecution of any person believed to be responsible for fraudulently using my card.

I certify that the information in this Fraudulent Transaction Dispute Form is true and correct.

Cardholder signature Date

* I certify that my Visa card was:

- Lost
 Stolen
 Card not received
 Card is in my possession

Fraudulent Transactions

The following transactions were not made by me or anyone authorized to use my Visa card. In the event additional charges are identified subsequent to the completion of this affirmation, I authorize my bank to add those subsequent transactions to this affirmation.

* *For Institution use only:*

Order Draft for the following:

* Date:	<input style="width: 95%; height: 20px;" type="text"/>	* Amount:	<input style="width: 95%; height: 20px;" type="text"/>	* Merchant:	<input style="width: 95%; height: 20px;" type="text"/>
Date:	<input style="width: 95%; height: 20px;" type="text"/>	Amount:	<input style="width: 95%; height: 20px;" type="text"/>	Merchant:	<input style="width: 95%; height: 20px;" type="text"/>
Date:	<input style="width: 95%; height: 20px;" type="text"/>	Amount:	<input style="width: 95%; height: 20px;" type="text"/>	Merchant:	<input style="width: 95%; height: 20px;" type="text"/>
Date:	<input style="width: 95%; height: 20px;" type="text"/>	Amount:	<input style="width: 95%; height: 20px;" type="text"/>	Merchant:	<input style="width: 95%; height: 20px;" type="text"/>
Date:	<input style="width: 95%; height: 20px;" type="text"/>	Amount:	<input style="width: 95%; height: 20px;" type="text"/>	Merchant:	<input style="width: 95%; height: 20px;" type="text"/>
Date:	<input style="width: 95%; height: 20px;" type="text"/>	Amount:	<input style="width: 95%; height: 20px;" type="text"/>	Merchant:	<input style="width: 95%; height: 20px;" type="text"/>
Date:	<input style="width: 95%; height: 20px;" type="text"/>	Amount:	<input style="width: 95%; height: 20px;" type="text"/>	Merchant:	<input style="width: 95%; height: 20px;" type="text"/>
Date:	<input style="width: 95%; height: 20px;" type="text"/>	Amount:	<input style="width: 95%; height: 20px;" type="text"/>	Merchant:	<input style="width: 95%; height: 20px;" type="text"/>
Date:	<input style="width: 95%; height: 20px;" type="text"/>	Amount:	<input style="width: 95%; height: 20px;" type="text"/>	Merchant:	<input style="width: 95%; height: 20px;" type="text"/>

Additional Fraudulent Transactions

* For Institution use only:
Order Draft for the following:

The following transactions were not made by me or anyone authorized to use my Visa card.

<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
<input type="checkbox"/>	Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>

Additional Information

Provide Additional Information: Please use an additional sheet of paper, if necessary.

* The following checkboxes are for Institution Use Only

Required certifications:

- We certify that our cardholder neither participated in nor authorized the referenced transaction(s). Issuer certifies account was closed on: (mm/dd/yyyy)
Issuer certifies fraud was reported on DPS VROL on: (mm/dd/yyyy)
- Issuer certifies account was placed on the Exception File, with a pickup code on: (mm/dd/yyyy)
- We certify that this information was received by the Cardholder in a secure telephone banking environment using the same level of security needed to complete a transfer of funds to another financial institution.
Date and time of the call (mm/dd/yyyy hh:mm AM/PM)
- Issuer certifies dispute was received via their Online Secure Banking Environment (if applicable) and that unique identity represents the cardholder's signature.