



# Community Resource

## CREDIT UNION

P.O. Box 3181, Baytown, Texas 77522 • 1.800.238.3228 • [www.crcu.org](http://www.crcu.org)

### Cardholder Fraud Dispute for Debit Cards Form

#### Description:

- This form used to dispute an unauthorized or fraudulent debit card transaction
- A fraudulent transaction is activity where the cardholder/member did not have any contact with the merchant or ATM where the transaction was performed
- The cardholder has 60 days after the statement is sent on which the transactions appear to dispute the charge

#### Instructions:

- Please fill out form completely and sign
- Completed form may be mailed or brought in to any CRCU branch location

For questions, please call our Member Contact Center at 281.422.3611 or visit any CRCU branch location.



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## Cardholder Fraud Dispute for Debit Cards Form

### Member Information

Name:	Card #:
Account #:	Account Suffix:

### Transactions to Dispute

I did not authorize or engage in the following transaction(s):

	Transaction Date	Settled/Authorization Date	Merchant Name	Amount	Pin (Y/N)
1					
2					
3					
4					
5					

\*If more than five transactions are needed please use page 2 to continue dispute charges.

### Cardholder Questions

1	What is the status of the card at the time of the transaction(s)? Lost                      Stolen                      In the cardholder's possession                      Never received			
2	Date of the last valid transaction?		Amount:	
3	Has the card been closed?			
4	Did you authorize anyone else to make this transaction(s)?			

**Note:** Please provide a detailed explanation of the dispute (must be completed by cardholder)

**Comments:**

A \$30.00 fee will be charged to the member if the dispute is denied and is determined the transaction is valid.

Member Signature:	Date:
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6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
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25					