

DISPUTE/ERROR NOTIFICATION—NON-FRAUD



Credit Union of
Southern California
BUILDING BETTER LIVES®

Taken by CU SoCal Rep:

Date of Report:

PRODUCT TYPE

- Check Merchant Draft ATM Card Visa Debit Card with a PIN*
 Teller Error Phone Banking Online Banking Visa Credit Card with a PIN*
 Other _____

* **Only complete this form for card transactions if the card was used with a PIN.** If the disputed transaction is signature-based including phone, mail, Internet, and contracted services such as AOL or fitness centers, please call 866.287.6225.

DISPUTE TYPE

- No Cash Received Partial Cash Received
- Posting error—posted as _____ Should be _____
 Deposit error (explain) _____
 Transfer incomplete (explain) _____
 Paid by other means (explain) _____
 Did not receive merchandise/service (explain) _____
 Other (explain) _____

MEMBER INFORMATION

Name _____
Account # _____
Card # (if card involved) _____
Daytime/Cell Phone _____
Evening Phone _____

TRANSACTION INFORMATION

TRANSACTION DATE	AMOUNT	ATM/POS MERCHANT LOCATION
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
TOTAL AMOUNT of disputed transaction/s	_____	_____

1. Date Member became aware of disputed transaction/s _____
2. How did Member become aware of disputed transaction/s? _____

SIGNATURE

Date _____
Name _____
Signature X _____