

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, online, and subscription services such as Netflix or fitness centers, please call Card Services.

DISPUTE TYPE

- ☐ No Cash Received ☐ Partial Cash Received ☐ ATM Robbery
Also Complete Affidavit Type 1
- ☐ Posting Error—Posted as _____ Should be _____
☐ Deposit Error (explain) _____
☐ Transfer incomplete (explain) _____
☐ Paid by Other Means (explain) _____
☐ Non Receipt of 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? _____

MEMBER'S SIGNATURE

Date _____
Member's Name _____
Member's Signature X _____