

FRAUD

STATEMENT OF FRAUD FOR DEBIT/CREDIT CARD

The Debit/Credit Card associated with the fraudulent transactions will be cancelled immediately, if not done already, upon receipt of your completed statement of forgery. The entire form must be completed where applicable and **SIGNED** by the cardholder and returned to the credit union prior to a claim being processed.

SECTION I

Cardholder Name:	Debit/Credit Card Number:
Email Address:	Primary Phone:

SECTION II

Please indicate the status of your card when the fraud occurred on your Debit/Credit Card

Lost: Date Card Lost ____/____/____ Debit/Credit Card has been lost. I have not used the Debit/Credit Card as identified above for the purchase of merchandise, services, cash or for any other purpose since the above date.

Stolen: Date Card Stolen ____/____/____ Debit/Credit Card has been stolen. I have not used the Debit/Credit Card as identified above for the purchase of merchandise, services, cash or for any other purpose since the above date.

Unauthorized Use of Card Number: (Counterfeit) ____/____/____ I had my Debit/Credit Card in my possession when my account number was fraudulently used.

I have not authorized anyone else, verbally or in writing, nor I have I given consent, nor do I have knowledge of implied consent, to use or have possession of said Debit/ Credit Card/ Number. I have not received and will not receive goods, services, or otherwise benefit, directly or in-directly, from transactions listed below. Please add any details as to how, when, and where your card was lost or stolen, plus a Police Report number, if available, in the Comments section.

	<u>Transaction Date</u>	<u>Amount</u>	<u>Merchant Description</u>
1.	_____	_____	_____
2.	_____	_____	_____
3.	_____	_____	_____
4.	_____	_____	_____
5.	_____	_____	_____
6.	_____	_____	_____
7.	_____	_____	_____
8.	_____	_____	_____
9.	_____	_____	_____
10.	_____	_____	_____

Comments: _____

Cardholder Signature: _____
 REQUIRED - Cardholder Signature Date

We apologize for the inconvenience this may have caused you and look forward to assisting you throughout this unfortunate process.

Debit Card Fraud Guidelines:

- **Contact the merchant:** Try to resolve the issue with the merchant first. Document your attempts to resolve the issue.
- **File a dispute:** Contact GeoVista to file a dispute. You will need to complete a form and provide documentation. Your debit card will be closed immediately.
- **Wait for a response:** the merchant has a set amount of time to respond to the claim. Provisional credit is issued within 5 business days of receiving all documentation. This process takes 120 days, and provisional credits are not permanent until the case is complete.
- **Provide a rebuttal:** If a merchant responds, you may need to provide a written rebuttal.

Tips to stay protected:

- **Keep records:** Keep receipts and other records of transactions
- **Act quickly:** Notify GeoVista as soon as possible.
- **Be prepared to provide documentation:** You may need to provide copies of receipts, emails, confirmation/cancellation number, or other documents.
- **Make sure online sites are secured:** You can identify with a small, stylized padlock icon, typically displayed on the address bar of the web browser. Usually positioned on the left side of the website's URL.
- **Secure personal information:** Never give out your social security number, online banking information, card number, or account passwords.

Contact Us:

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