



CUSTOMER STATEMENT OF DISPUTED DEBIT WITHDRAWAL ITEM

(You must use a separate form for each disputed item. Please Print.)

If you believe a Debit/ATM Card transaction on your statement is an error, complete and sign a copy of this form using blue or black ink, or write a detailed letter on a separate sheet of paper and then return to:

EFT Error Investigations
Brookline Bank
P.O.Box 470469
Brookline, MA 02447-0469

YOUR NAME: _____

CARD NUMBER: _____

AMOUNT: \$ _____

POSTING DATE: _____

REFERENCE NUMBER: _____

TRANSACTION DATE: _____

TRANSACTION DESCRIPTION:

Please **check only one box**, do not alter the wording on this form, and provide copies of all documentation that will help us investigate your dispute (i.e. contracts, invoices, sales drafts, letters to merchant).

- 1. The amount of the charge was increased from \$ _____ to \$ _____ or my sales slip was added incorrectly. Enclosed is my copy of the sales draft that shows the correct amount.
- 2. I certify that the charge listed above was not made by me or a person authorized by me to use my card, nor were the goods or services represented by the transaction received by me or a person authorized by me. **(If you do not recognize a sale, choose this option.)**
- 3. I have not received the merchandise that was to be shipped to me on _____ (date). I have asked the merchant to credit my account.
- 4. The attached credit slip was listed as a charge on my statement.
- 5. I was issued a credit slip that was not shown on my statement. A copy of my credit slip is enclosed.
- 6. Although I did engage in the above transaction, I dispute the entire charge or a portion in the amount of \$ _____. I have contacted the merchant and requested a credit adjustment. I either did not receive this credit or it was unsatisfactory. I am disputing this charge because:

- 7. I certify that the charge in question was a single transaction, but was posted twice to my statement. I did not authorize the second transaction.
Sale #1 \$ _____ Reference # _____
Sale #2 \$ _____ Reference # _____

- 8. I notified the merchant on _____ (date) to cancel the preauthorized order (reservation). Please note cancellation # if available, enclose a copy of your telephone bill showing date and time of cancellation. Reason for cancellation:

- 9. Although I did engage in a transaction with the merchant, I was billed for _____ transaction(s) totaling \$ _____ that I did not engage in, nor did anyone else authorized to use my card. I do have my card in my possession. Enclosed is a copy of my sales slip for the valid charge.
- 10. Merchandise that was shipped to me has arrived damaged and/or defective. I returned it on _____ and have asked the merchant to credit my account.
- 11. I have returned merchandise on _____ because _____ and have asked the merchant to credit my account.

If box 10 or 11 is checked, please provide date merchandise was returned and a copy of the return receipt.

- 12. Other: Please explain. _____

(over)

CUSTOMER STATEMENT OF DISPUTED DEBIT WITHDRAWAL ITEM INTERVIEW

1. When did you discover the Problem? _____

2. How did you discover the problem?
(CIRCLE ONE) Fraud Detection Software
Lost/Stolen/Missing Card
Letter/Call from Bank
Credit Bureau/Fraud Application

3. Do you know who committed the fraud?
(If "YES" answer the following 4 Questions) YES or NO

A. What is the name of the person? _____

B. What is the relationship of the person? _____

C. Enter any information about the suspect.
(i.e. phone number) _____

D. Are you willing to prosecute? YES or NO

4. Where did you last use your card? _____

5. When did you last use your card? _____

6. Where did you last have your card? _____

7. When did you last have your card? _____

8. Did you file a police report? YES or NO

9. What are the details about this fraud:
A. How did it happen? _____

B. When did it happen? _____

C. Where did it happen? _____

10. Did you apply for this account? YES or NO

11. Do you know who applied for this account? YES or NO

12. Is there any other information about your
case that you would like to include? _____

13. Select Fraud Type:

0. Lost

1. Stolen

2. Card Not Received
as Issued (NRI)

3. Fraudulent
Application

4. Issuer-reported
counterfeit

5. Miscellaneous.Account
Takeover

6. Fraudulent user of account
number

Signature (required): _____ Date: _____

Home Telephone: _____ Work/Cell Phone: _____