

# AllSouth FCU PIN Based Card Transaction Dispute Form

**\*\*This form is for non-fraudulent PIN based transaction disputes only.\*\***

Transaction is PIN Based if **ISO Transaction Code = 200**. To verify the disputed transaction is PIN based, highlight the transaction in the *Balance History* screen and select the *Card Txn* button.

Use **Visa Check Card Transaction Dispute** if **ISO Transaction Code = 220**, which means transaction was signature based.

**If member says the transactions are fraudulent, do not complete this form**, have member complete an **Affidavit of Fraud and Forgery for ATM or Visa Debit Card** which should be submitted to the Plastic Card Department.

Name \_\_\_\_\_ Account # \_\_\_\_\_  
Daytime Phone \_\_\_\_\_ Date Notified \_\_\_\_\_ Time Notified \_\_\_\_\_  
Card Account Number \_\_\_\_\_

### 1. What was the last ATM transaction completed by the member?

Date \_\_\_\_\_ Amount \_\_\_\_\_ Transaction # \_\_\_\_\_

### 2. List the ATM (PIN Based) transaction(s) the member is disputing:

Date \_\_\_\_\_ Amount \_\_\_\_\_ Transaction # \_\_\_\_\_

Date \_\_\_\_\_ Amount \_\_\_\_\_ Transaction # \_\_\_\_\_

Date \_\_\_\_\_ Amount \_\_\_\_\_ Transaction # \_\_\_\_\_

Date \_\_\_\_\_ Amount \_\_\_\_\_ Transaction # \_\_\_\_\_

3. Did the member receive any cash?  No  Yes (if Yes, list amount.) \_\_\_\_\_

4. Did you verify the actual transaction date and time to ensure he/she did not complete the transactions (the transaction date and time is in the Card TXN button under Dates tab)?  No  Yes

**Unless resolved sooner, provisional credit may be extended within 10 days.**

The 10 business day timeframe is extended to 20 business days if the account is new (less than 30 days).

We have 45 calendar days to complete the investigation, at which time we either make the provisional credit permanent or debit the provisional credit. The 45 calendar day investigation timeframe is extended to 90 calendar days for errors: (1) not initiated in the state; (2) that were from POS debit card transactions, or (3) occurred 30 days after the first deposit to the account was made. We will report the results to the member within 3 business days after completing the investigation.

\_\_\_\_\_  
Employee Name Branch Date