



banking done different

1440 Rosecrans Avenue, Manhattan Beach, CA 90266
800.854.9846 | kinecta.org

Consumer ATM/Debit Card Dispute Form

SECTION 1 DISPUTE INFO	This form may be used to file an ATM / Debit Card dispute on transaction(s) caused by error, fraud, or unauthorized activity. This dispute form can be faxed or mailed directly to our ATM / Debit Dispute department at fax number 310.727.8221 or mailed to Risk Operations CU76 c/o Kinecta Federal Credit Union 1440 Rosecrans Avenue, Manhattan Beach, CA 90266. If you have any questions regarding the status of this dispute, you may contact us at 800.854.9846. NOTE: If additional space is needed for section 2, 3 and/or 4 below, please include additional sheet with membership number, date and signature.			
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SECTION 2 MEMBER INFO	Name (First, Middle, Last) Jr./Sr.		Membership #		Share ID(s)	
	Address		City		State	Zip
	Work Phone		Home / Cell Phone		Last 4 Digits of Card	

SECTION 3 TRANSACTION INFO	Please record the transaction(s) that are being disputed as error/fraud/unauthorized in the table below. All fields below should be completed.			
	Transaction Date	Transaction Type (Example: ATM Withdrawal/Disburse Error, Merchant Purchase, Online Transaction)	Discovery Date	Transaction Amount

SECTION 4 MEMBER'S STATEMENT	To the best of your knowledge, please provide a detailed description of your dispute.	

QUESTIONS FOR MEMBER	
Status of card? <input type="checkbox"/> In My Possession <input type="checkbox"/> Lost <input type="checkbox"/> Stolen	
Do you have any knowledge of who might have conducted the transaction(s) recorded in section 2? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Have you benefited financially from any of the transactions listed in section 3? <input type="checkbox"/> Yes <input type="checkbox"/> No	
Member's Signature (I affirm that the information furnished above is true to the best of my knowledge.)	Date of Dispute

CREDIT UNION USE ONLY			
Service Center #	Teller #	Date	Request Received By
<input type="checkbox"/> In Person <input type="checkbox"/> Phone <input type="checkbox"/> Fax			