

ATM CARDHOLDER DISPUTE FORM

JSC Federal Credit Union
P.O. Box 58346 • Houston, Texas 77258
281.488.7070 • www.jscfcu.org



This form may be used to dispute a withdrawal from a JSC FCU owned ATM if there is a dispensing error.

INSTRUCTIONS

- The withdrawal and ATM activity will be verified.
- Once verified, any refunds will be credited back to the account.
- Generally refunds, if any, will be posted within three (3) business days.

WHERE DO I SEND MY COMPLETED FORM?

- Return the completed form to any JSC FCU branch
- Or fax the form to 281.488.5116, Attn: Accounting Department
- If eSigning this document, follow the DocuSign procedures.

QUESTIONS

Contact the Accounting Department
Phone: 281.488.7070
Fax: 281.488.5116

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ATM Location: _____

Name: _____

Card Number: _____

Transaction Date: _____

Transaction Amount: _____

Dispute Amount: _____

Member Signature

Date

Check any Box that Applies to the Dispute:

- I did not receive cash from an ATM withdrawal at JSC's ATM machine.
- I made a single attempt and did not receive any cash.
- I made a single attempt and did not receive the full amount of cash.

The amount of cash I received was \$ _____

- I made multiple attempts and only received cash on one of those attempts.

Internal Use Only

Researched by:

Date:

Dispute Verified & Refunded

ATM Funds balanced and unable to substantiate dispute. Refund not granted.