

VISA CREDIT/DEBIT CARD FRAUD

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



Fraud typically applies to lost or stolen card situations, but could also apply to any situation where a person or merchant is debiting the card without the knowledge or authorization of the cardholder. If unsure, please contact Team Visa.

INSTRUCTIONS

Step 1: Close your card immediately. Fraud cannot be claimed unless the card is closed first.

- To cancel your card and request a replacement, please call 281.488.7070, complete the E-Document on the JSC FCU website, or visit any branch.
- If you still have your card, call the number listed on the back to cancel the card.

Step 2: It is strongly recommended that you notify the police and obtain a case number for claims greater than \$500. The case number should be attached to the forms below.

WHERE DO I SEND MY COMPLETED FORM?

- You may email the form to TeamVisa@jscfcu.org
- You may also complete the E-Document from the JSCFCU website.

QUESTIONS

Contact Team Visa
Phone: 281.488.7070
Email: TeamVisa@jscfcu.org

FRAUDULENT TRANSACTION DISPUTE FORM

Name: Visa card number:

I certify that my Visa card was:

- Lost (0)
 Stolen (1)
 Card not received (2)
 Counterfeit, card present (4)
 Card still in my possession (6)

The following transactions were not made by me or anyone authorized to use my Visa card.

*** Institution use only:**
 Order Draft

<input type="checkbox"/>
<input type="checkbox"/>
<input type="checkbox"/>
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Date:	<input style="width: 100%;" type="text"/>	Amount:	<input style="width: 100%;" type="text"/>	Merchant:	<input style="width: 100%;" type="text"/>
Date:	<input style="width: 100%;" type="text"/>	Amount:	<input style="width: 100%;" type="text"/>	Merchant:	<input style="width: 100%;" type="text"/>
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Date:	<input style="width: 100%;" type="text"/>	Amount:	<input style="width: 100%;" type="text"/>	Merchant:	<input style="width: 100%;" type="text"/>

In the event additional charges are identified subsequent to the completion of this affirmation, I authorize my bank to add those subsequent transactions to this affirmation.

 Cardholder signature

 Date

*** Institution Use Only:** Check transactions for which a draft should be ordered because of cardholder escalation.

Required certification:

We certify that our cardholder neither participated in nor authorized the referenced transaction(s).

Issuer certifies account was closed

Issuer certifies fraud was reported on DPS VROL

Issuer certifies account was placed on the Exception File, with a pickup code on.

If Applicable:

Issuer certifies dispute was received via their Online Secure Banking Environment (if applicable) and that unique identity represents the cardholder's signature.

