

VISA DEBIT & CREDIT CARD FRAUD

JSC Federal Credit Union
P.O. Box 58346 • Houston, Texas 77258
281.488.7070 • www.jsfcu.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 the Accounting Department.

INSTRUCTIONS

Step 1: Close your card immediately by calling 281.488.7070 or visit a branch. To place an immediate freeze on your Visa Debit or Credit card call 1.866.692.9364.

Fraud can not be claimed unless the card is closed first.

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.

Step 3: To request a new card, complete a new VISA Debit Card order form.

WHERE DO I SEND MY COMPLETED FORM?

- You must return the completed form to any JSC FCU branch
- You may fax the form to 281.488.5116 to start the claim, however JSC FCU **must** receive the original documents to complete the process.

QUESTIONS

Contact the Accounting Department

Phone: 281.488.7070

Fax: 281.488.5116

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

Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
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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.

Additional Fraud:

Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
Date:	<input type="text"/>	Amount:	<input type="text"/>	Merchant:	<input type="text"/>
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