

Negotiable Instruments & Monetary Transactions Dispute



This document is for use when a member disputes transactions involving negotiable instruments (Check Tran Codes 60, 62, 63, or 65.) or disputes monetary transactions completed at a branch, on CallPlus, on myBranch Online, or on myBranch Mobile.

Account/Member Contact Information

Member Name: _____ Phone Number: _____
 Email Address: _____ Account Number: _____

Disputed Transaction Information *(Each disputed transaction requires a separate form to be completed.)*

Indicate the posting date and source of the disputed transaction that took place. Posting Date: _____
 Check # _____ Teller Withdrawal CallPlus myBranch Mobile myBranch Online

Member Statement

You may indicate more than one selection below **if the same item has been misused in more than one way** such as a check with an altered payee's name and an altered amount. Separate items require a separate dispute form be completed.

- Forgery** I did not sign the item nor did I authorize any other person to sign on my behalf. The endorsement/signature as indicated below on the disputed item has been examined by me and is a forgery. (Indicate what was forged and the forged name used below.)
- Maker's Signature** on the item is forged. The Maker's Signature is: _____
- Endorsement** on the item is forged. The Endorsement is: _____
- Unauthorized Alteration** The alteration(s) made to the check number indicated above was not authorized by me nor did I authorize any other person to make such alteration(s). Benefit from the altered item was not received by me nor used to any purpose on my behalf. Negotiable Instrument was altered, not by me, to: (Indicate below what was changed only.)

Check #	Date	Amount	Maker	Payee
		\$		

- Unauthorized Check Draft** Disputed check number indicated above for \$ _____ payable to _____. I did not authorize a draft on my account for the item listed above. (Each account holder must sign this document if this claim is made.)
- Missing Endorsement or Improper Endorsement** The payee, _____ did not receive the funds nor benefit from the check indicated above.
- Counterfeit Check** The check number indicated above is attached and bearing my account information is a replication that was not issued by me. (The check clearing the account is not from member's original check stock or that does not have member's information for the Maker information.)
- Unauthorized Teller Withdrawal** Disputed amount of \$ _____. The signature of _____ on the withdrawal slip(s), examined by me, is a forgery. I did not sign the withdrawal slip(s) nor did I authorize any other person to sign my name to withdraw funds from the account.
- Unauthorized CallPlus or myBranch Transaction** Disputed amount of \$ _____. I did not process nor did I authorize anyone to complete the transaction. Representative will notate the Tran Code displayed for the disputed transaction: _____.

Description of Incident

Provide details below related to the dispute including the name & address of the unauthorized user(s), if known.

Account Closure Police Report

Was the account closed? No Yes Was a police report filed? No Yes
 New Account #: _____ Police Case #: _____

Signature

Member Signature(s): _____ Date: _____
 Completed By/Teller #: _____ Location: _____