

## Fraud Investigation Form

<b>Customer Name</b>		<b>Account Number</b>	
<b>Debit Card Number:</b>			

1. What date did you first realize the unauthorized transactions from your account? \_\_\_\_\_
2. When did you notify your Financial Institution (Community Bank of Missouri)? \_\_\_\_\_
3. Have you contacted the merchant in the attempt to resolve this error?

Merchant Name: \_\_\_\_\_ Phone #: \_\_\_\_\_ Date \_\_\_\_\_

4. Are you in possession of your ATM card? \_\_\_\_\_
  - a. If No, was the card lost or stolen? \_\_\_\_\_
  - b. Date of loss or theft \_\_\_\_\_
5. If the card was stolen, have you contacted the police? \_\_\_\_\_
  - a. Will you consider filing a report and providing us with a copy? \_\_\_\_\_
6. Please provide names of individuals who had access to your card, including access to electronic devices that may have your debit card information stored on the device.
  - a. Name & Relationship: \_\_\_\_\_
  - b. Name & Relationship: \_\_\_\_\_
7. Where is your card kept? \_\_\_\_\_ Where is the PIN kept? \_\_\_\_\_
8. Have you purchased or given previous authorization to this merchant? \_\_\_\_\_
  - a. For cancelled service, provide date and reason for cancellation.  
\_\_\_\_\_
  - b. For cancelled service over the telephone, name of contact and telephone number.  
\_\_\_\_\_
  - c. For cancelled service via fax, letter, or e-mail, provide a copy of the sent e-mail or letter or fax confirmation.
9. Have you received merchandise or credit for an account resulting from this transaction?  
\_\_\_\_\_
  - a. If you returned merchandise, provide proof of return.

**Signing an affidavit containing false information is a criminal offense. Please be sure all information is accurate before signing this form.** Under Regulation E, A financial institution has a minimum of 10 business days to research an alleged error before re-crediting disputed amount is required. Notification of the results of the investigation and of any re-crediting will be delivered by mail.

  X   \_\_\_\_\_ Date: \_\_\_\_\_  
Customer

**Please provide a written statement detailing the reason for the dispute on the back page.**

