## **Fraud Investigation Form**

			Г	raud mvest	igation Form		
Customer Name					<b>Account Number</b>		
Debit Card Number: (If applicable)							
1.	What	date did yo	u first realize t	he unauthorized t	ransactions from you	ur account?	
2.	When	did you no	tify your Finar	ncial Institution (	Community Bank of I	Missouri)?	
3.	Was th	ne peer-to-	peer payments	app Zelle® used	in this unauthorized t	transaction?	
4.	Have y	you contac	ted the merchar	nt in the attempt	o resolve this error?		
	Me	erchant Na	me:		Phone #:	Date	
5.	Are yo	ou in posse	ssion of your A	ATM card?			
	a.	If no, was	s the card lost of	or stolen?			
	b.	Date of lo	oss or theft				
6.	If the	card was st	olen, have you	contacted the po	lice?		
	a.	Will you	consider filing	a report and prov	iding us with a copy	?	
7.	Please	Please provide names of individuals who had access to your card, including access to electronic device					
	that m	ay have yo	ur debit card ir	nformation stored	on the device.		
	a.	Name &	Relationship: _				
	b.	Name &	Relationship: _				
8.	Where	e is your ca	rd kept?		Where is the P	IN kept?	
9.	Have y	you purcha	our chased or given previous authorization to this merchant?				
	a.	For cance	elled service, pr	rovide date and re	ason for cancellation	1.	
	b.	For cance	elled service ov	er the telephone,	name of contact and	telephone number.	
	c.	For cance		a fax, letter, or e-	nail, provide a copy	of the sent e-mail or letter or fax	
10.	Have y	you receive	ed merchandise	e or credit for an a	account resulting from	n this transaction?	
	a.	If you ret	urned merchan	dise, provide pro	of of return.		
Signing	an affid	lavit contain	ing false informa	ntion is a criminal o	ffense. Please be sure al	l information is accurate before signing	
		_			•	an alleged error before re-crediting disputed	
amount i	s required	I. Notification	of the results of the	investigation and of ar	y re-crediting will be delive	ered by mail.	
	X				Г	Date:	
	Custon	mer					

## **Fraud Investigation Form**

Provide information about how the unauthorized charge was discovered, the steps you took to resolve the issue with merchant, any communication with the merchant and any additional information related to the unauthorized charges.								
	_							
	_							
	_							
	_							
	_							
	_							
	-							
	-							
	-							
	-							
	_							
	-							
	-							
	-							
	-							
	-							
	-							
	-							
	-							
	-							

Community Bank of Missouri will complete a review of the dispute within 10 business days and contact you when the result and any additional steps required. Provisional credit will be issued to the customer for disputes when fraud has occurred or an error has been found. For additional questions about your dispute, please contact the Fraud Department at 816-637-6669.