#### STATEMENT OF FRAUD FOR DEBIT/CREDIT CARD

The Debit/Credit Card associated with the fraudulent transactions will be cancelled immediately, if not done already, upon receipt of your completed statement of forgery. The entire form must be completed where applicable and SIGNED by the cardholder and returned to the credit union prior to a claim being processed.

SECTION I	
Cardholder Name:	Debit/Credit Card Number:
Email Address:	Primary Phone:
SECTION II	
Please indicate the status of your card when the fraud occurred on your Debit/Credit Card	
Lost: Date Card Lost//Debit/Credit Card has been lost. I have not used the Debit/Credit Card as identified above for the purchase of merchandise, services, cash or for any other purpose since the above date.	
Stolen: Date Card Stolen/Debit/Credit Card has been stolen. I have not used the Debit/Credit Card as identified above for the purchase of merchandise, services, cash or for any other purpose since the above date.	
Unauthorized Use of Card Number: (Counterfeit)/   I had my Debit/Credit Card in my possession when my account number was fraudulently used.	
I have not authorized anyone else, verbally or in writing, nor I have I given consent, nor do I have knowledge of implied consent, to use or have possession of said Debit/ Credit Card/ Number. I have not received and will not receive goods, services, or otherwise benefit, directly or in-directly, from transactions listed below. Please add any details as to how, when, and where your card was lost or stolen, plus a Police Report number, if available, in the Comments section.	
<u>Transaction Date</u> <u>Amount</u>	· · · · · · · · · · · · · · · · · · ·
2.	
3	
4 5	
6.	
7 8.	<del></del>
9	
10	
Comments:	
Cardholder Signature:	
REQUIRED - Cardholder Signature Date	





# What to expect during a fraud case:

Any Card Numbers affected will be closed **IMMEDIATELY**.

Card Numbers involved MAY not be re-issued to the member until the case is resolved.

# **How to initiate your claim:**

- 1. Complete the <u>Statement of Forgery for Debit/Check Card</u>. This form is located on our website under Forms and Disclosures at <u>www.geovistacu.com</u> You may also get this form by contacting your credit union.
- 2. Complete ONE form for EACH transaction.
- 3. Submit a copy of your Police Report and any additional paperwork requested by your Credit Union.
- **4.** Complete an ATM/Debit Card reorder form. The form is located on our website under Forms and Disclosures at <a href="www.geovistacu.com">www.geovistacu.com</a>. You may also contact your credit union to receive a copy of this form.

## To Sum it all for you:

Be sure to provide us with as much detail as possible.

Make sure you complete all the forms required by your Credit Union to ensure you do not jeopardize your case.

**CONDITIONAL CREDITS** will be issued as soon as we receive **ALL** the required documentation. (Please note conditional credits are only given during a fraud case.)

Please BE PROMPT. This is a lengthy process with strict guidelines and deadlines. Please help us meet them.

## **Final Notice**

We will maintain contact with you during your case if we have any questions. You will be contacted by mail once your case is resolved.

# Fax/Mail

You can fax copies to: Plastics Department

912 368 6004

You can email copies to: plastics@geovistacu.com

Please mail the originals to: GeoVista Credit Union

C/O Plastics Department PO Box 3030 Fort Stewart, GA 31315

If you have any questions, just give us a call at 912-368-2477, extension 8705.

#### Tips to prevent yourself from becoming a victim:

- ➤ Always check internet security features, <u>HTTPS</u> should start the address on any secure website. A small yellow padlock should be located at the bottom of any secure website, if you place your mouse on top of the padlock, the site's information should appear.
- Never provide personal financial information, including your Social Security number, account numbers or passwords over the phone or the Internet if you did not initiate the contact.
- Never click on the link provided in an e-mail you believe is fraudulent. It may contain a virus that can contaminate your computer. If you believe the contact is legitimate, go to the company's Website by typing in the site address directly or using a page you have previously book marked, instead of a link provided in the e-mail.

If you fall victim to an attack, act immediately to protect yourself. Alert your financial institution. Place fraud alerts on your credit files. Monitor your credit files and account statements closely.