



New Tripoli Bank

Because people are more valuable than money.

EFT – ERROR RESOLUTION REQUEST

Today's Date: _____ Cardholder Name: _____
 Cardholder's Daytime Phone: _____ Cardholder's Evening Phone: _____
 Address: _____
 City: _____ State: _____ Zip: _____
 Account Type: _____ CHECKING _____ Account Number: _____
 Debit Card Number: _____

BUSINESS CUSTOMERS: New Tripoli Bank will assist in the attempt to recover disputed funds. Disputes will be investigated and can take up to 90 days to resolve. There is no guarantee the funds will be recovered.

Fraudulent Transactions (check one of these)

- Lost Stolen Card Not Received As Issued
 Counterfeit Card Not Present Account Takeover

- I did not authorize the transaction (s) listed below
 Card was listed on the Network Warning Bulletin on _____
 Cardholder in possession of the card at time of transaction.

- My debit card was charged twice. The first charge posted on _____
 The amount of the transaction below differs from the amount I authorized.
 I authorized _____ (receipt required)
 Recurring Charges after cancellation.
 On _____ I notified the Merchant to cancel our monthly/yearly agreement.

Spoke with _____.

* Please provide proof of cancellation if available.

An attempt to resolve with Merchant is required for all dispute scenarios listed below.
 Please describe the attempt, including dates and time, in the comments below.

- I did participate in the transaction but I am disputing for one of the following reasons:
 Merchandise or Services not received.

Expected date of delivery: _____

Description of product or services: _____

- Paid by other means. Please include proof of the other payment such as a copy of check, money order, receipt, or credit card statement.
 Credit from Merchant not received. Please include copy of credit voucher if available.
 Merchandise not as described or defective.

Comments:

Transaction Date: _____ Disputed Amount: _____
 Original Amount: _____
 Merchant / Terminal Name: _____
 Cardholder Signature: _____
 Statement: _____ Date: _____
 Branch Number: _____ Dispute Filed: _____
 Dispute Resolved: _____ Cardholder Notified: _____

The Bank reserves the right to refuse to issue a new debit card due to prior activity.