

# DECLARATION OF CLAIMANT

## Unauthorized/disputed use of ACH transactions

CLAIM NUMBER

Accountholder Name	▶
Customer Access Card Number	▶
Are you the accountholder?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If No, enter name and relationship	▶
Discovery of unauthorized use	▶ <input type="checkbox"/> Bank Statement <input type="checkbox"/> Overdraft Notice <input type="checkbox"/> Other (Telephone Banking, etc.)
Date unauthorized transaction(s) discovered	▶ Date:
Date Bank notified	▶ Date: ▶ Time: : <input type="checkbox"/> AM <input type="checkbox"/> PM Where/Whom Notified ▶

**Answer ALL of the following questions in their entirety. Failure to complete this form may result in a delay of processing your claim.**

**NOTE:** All questions must be addressed. Place "N/A" for those questions that do not apply.

1. When and under what circumstances did you discover the loss? Provide details.

2. Has your account information been lost or stolen?

3. Has a police report been filed with law enforcement? If yes, what is the case number and agency information?

4. Have you ever authorized the merchant to debit your account in the past for any relatives or friends? If so, for who and when?

5. Have you had any prior relationships with any of the authorized merchants? If so, please explain.

6. Did you have a prearranged agreement with the merchant to debit your account?

7. Did you cancel future services with the merchant? If so, when and what was your cancellation number?

8. Did you revoke authorization with the merchant?

9. Did you notify the Bank the authorization was revoked? If yes, what date did you notify the Bank the authorization was revoked?

10. Have you requested Union Bank to place a stop payment for this merchant for a specific dollar amount? If yes, when?

11. Did you pay the merchant by other means? If so, how? Can you provide a copy of the second form of payment or receipt?

12. Have you received any type of benefit from this transaction? For example: cash, services, merchandise. If yes, please provide the details.

13. If you received merchandise from the merchant, where is the merchandise now?

14. Are you filing a claim to receive the merchant's name and phone number for additional information?

15. Has the merchant debited your account for an incorrect amount or date? If yes, please provide details.

16. Do you suspect anyone conducting the claimed transactions? If so, who?

17. Please provide any additional information regarding the ACH transaction under dispute.

18. What is the best number to contact you, Monday through Friday 8 AM to 5 PM PST?

19. What are the email addresses that you use?

Describe additional circumstances of the loss/theft:

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