



ATM Dispute Form

To help us process your ATM dispute efficiently, please provide accurate and complete information within the given timeframe. Please note that we cannot process your request if any required details are missing.

Please complete the following information:

Name (First, Middle, Last):		Member #:
Phone Number (Best # to Reach):		Email Address:
Preferred Method of Communication ☐ Email ☐ Mail	Last 4 Digits of Card	Name and Location of ATM

Do you have the original receipt? Yes No If yes, please attach a copy to this dispute form.

Did you allow anyone to use your card? If yes, please provide the following: Name: _____ Phone Number: _____ If no, when did you realize the card was missing? Date: _____	☐ Yes ☐ No
Did you authorize this transaction? If no, do you still have your card in your possession? If yes, was this transaction a withdrawal or a deposit?	☐ Yes ☐ No ☐ Yes ☐ No ☐ W/D ☐ Deposit
If a withdrawal: Did you receive any of the cash dispensed? If yes, is this a duplicate posting? Please provide the original transaction amount posted to the account: \$ _____ Please provide the total amount of cash dispensed: \$ _____	☐ Yes ☐ No ☐ Yes ☐ No
If a deposit: Was your deposit cash or a check? If cash, please list the breakdown of denominations: \$100s _____ \$50s _____ \$20s _____ \$10s _____ \$5s _____ \$2s _____ \$1s _____ If a check, please provide: The Maker: _____ Check Amount: \$ _____ Check #: _____ *If you have an image of the check, please attach a copy to this dispute form. Was the amount of the check posted incorrectly? If yes, please provide the correct check amount: \$ _____	☐ Cash ☐ Check ☐ Yes ☐ No

Please provide a summary of your ATM dispute. To prevent processing delays, please include key details of what occurred during the transaction.

Sample Template:

"My name is [Your Name] and I am disputing an ATM transaction that occurred on [Date] at [ATM Location/Name]. The attempted amount was [Amount], but the machine [explain what happened, e.g., did not dispense any cash / only dispensed [Amount], captured my card]. Please credit my account for the disputed amount."

Summary:

X _____ MEMBER SIGNATURE (REQUIRED)	_____ DATE
X _____ NGFCU REPRESENTATIVE SIGNATURE (REQUIRED)	_____ DATE

