NexTier Bank

Debit Card / ATM Dispute Form

Date Dispute Received: _____

Teller: _____

Branch: _____

If you wish to dispute a debit card charge that has posted to your account either from a merchant or an ATM transaction, please read, complete and sign this form. You may receive a provisional credit for the disputed dollar amount. All disputes must be received within 60 days of you receiving the periodic statement on which the transaction appears. If we receive the form later than 60 days there may be no recourse.

CARDHOLDER INFORMATION

Cardholder Name	Date	Account Number

Card Number	Card Type (check one) : ☐ Visa Debit Card ☐ Standard ATM Card

Street Address	City	State	Zip Code

Home Phone	Cell Phone	Work Phone

At the time of the transaction my card was: (check one)
☐ Lost   ☐ Stolen   ☐ Still in my possession   ☐ Never Received   ☐ Given to: _____

I've attempted in good faith to resolve this dispute with the merchant. ☐ No   ☐ Yes (if Yes, include details below)

CATEGORY: Check one category below that best describes your dispute for the transactions listed.

☐ **Unauthorized ATM/POS/Visa Debit Card/Counterfeit Chip Transaction** I didn't authorize or engage in the transaction. **The card must be closed as *stolen*.**

☐ **Cancelled Services/Merchandise/Reservation**
I cancelled the services/merchandise/reservation on _____ (date). However, the merchant continues to bill me. The reservation cancellation number is: _____. **The card must be closed as *stolen*.**

☐ **ATM Withdrawal Dispute**
Amount Requested: $_____
Amount Received: $_____
Difference: $_____

If one of the below categories is selected, you must include a detailed description of the merchandise or service you purchased in the space provided.

☐ ****Returned Merchandise**
I returned merchandise to the merchant on _____(date).
A copy of the delivery carrier receipt is enclosed.

☐ **Debit Card Account Billed Twice**
I was incorrectly charged $_____ on _____(date).
The correct transaction for $_____ posted on _____(date).

☐ ****Credit Receipt Issued and Not Processed**
I was issued a credit receipt that didn't post to my account. A copy of the credit receipt is enclosed with this form.

☐ ****Defective Merchandise/Not as Described**
The merchandise arrived broken, defective or otherwise unsuitable OR the product or service received was not as described by the merchant. The merchant's advertisement and a letter explaining what I expected to received are enclosed. I returned or attempted to return the merchandise on _____(date).

☐ ****Paid by Other Means**
I paid for this transaction using cash, check or another bank card. A copy of my cash receipt, cancelled check or other bank card statement is enclosed.

☐ ****Incorrect Amount**
I was billed $_____, but the correct amount is $_____. Evidence of the correct amount is enclosed.

☐ **Merchandise or Service Not Received**
I didn't receive the merchandise or services I expected to receive on _____ (date). A **detailed** description of the merchandise or services purchased, i.e. model number, size, color, type of service :

_____

_____

_____

_____

CARDHOLDER STATEMENT: Please give a brief description of the circumstances of your claim. Space is available below and at the top of page 2. Attach an additional sheet if more room is needed.
Police Report Number (if one was filed): _____

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CARDHOLDER STATEMENT (continued):

DISPUTED TRANSACTIONS

Transaction Date	Merchant or ATM Location	Amount ($)	Merchant Contact Date	Merchant Response

Total $ Amount: _____

☐ Check here if additional transactions are listed on an attached addendum. Total number of addendums attached _____ .

CARDHOLDER CHECKLIST

☐ * * **Did you attach supporting documentation, if applicable? If you do not have the required documentation at this time, submit it as soon as possible.**

☐ **Did you make a copy for your records?**

The completed Dispute Form and other required documentation can be taken to a NexTier Bank branch or can be mailed to the following address:

NexTier Bank
ATM Department
P.O. Box 1232
Butler, Pa.   16003-1232

You may also fax the Dispute Form and required documentation to (724)283-5048. You can expect resolution and/or provisional credit (if applicable) in accordance with the provisions and disclosures set forth in NexTier Bank's card agreement. NexTier Bank may place a provisional credit in your account; however it is imperative that you provide all documents and information requested by the Bank in order for the process to be completed. **For questions, please call (800)262-1088.**

WARNING: SIGNING AN AFFIDAVIT CONTAINING FALSE INFORMATION IS A CRIMINAL OFFENSE

CARDHOLDER SIGNATURE: Must be the name listed on the card

Cardholder Signature: _____ **Date:** _____

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