



# Progressive Bank ATM/Debit Card Dispute Questionnaire

Date: \_\_\_\_\_ Phone Number \_\_\_\_\_ ON US ATM Dispute POS/Debit Card Dispute  
- Number you can be reached-

(On us ATM disputes for non-customers should be handles at their financial institutions)

Customer Name: \_\_\_\_\_ Card Number: \_\_\_\_\_ Account Number: \_\_\_\_\_

I did not authorize the transaction(s) listed below.

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

Paid by other means. Please include proof of other payment, such as copy of check, money order, receipt or credit card statement.

Yes No Do you currently have possession of your card? (If not, please explain how and where the card was stolen/lost.)

Yes No Has anyone had access to your card? (If yes, when and why?) If not, how did the suspect receive access.)

Yes No Have you authorized anyone else to use your card? (If yes, how would they have known the PIN number.)

What date did you notice the card was missing? \_\_\_\_\_

When did you use the card last? \_\_\_\_\_ Please provide a description of that transaction

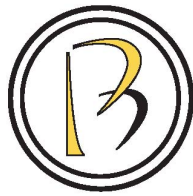
List charges you are disputing.

DATE	MERCHANT	AMOUNT
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Please include a copy of the Police report if available** (If not, please explain why not.)

Can a representative of Progressive Bank have access to this report, and speak with the Police Department concerning your account and the fraudulent charges? Yes No





## **PROGRESSIVE BANK**

### **For Consumer Claims Only**

**We will determine whether an error occurred within 10 business days after we hear from you and will correct any error promptly, If we need more time, however, we may take up to 45 days to investigate your complaint or question. If we decide to do this, we will credit your account within 10 business days for the amount you think is in error, so that you have use of the money during the time it takes to complete our investigation. If we ask you to put your complaint or question in writing and we do not receive it within 10 business days, we may not credit your account.**

**For errors involving new accounts, point-of -sale, or foreign- initiated transactions, we may take up to 90 days to investigate your complaint or question.**

**We will tell you the results within 3 business days after completing the investigation. If we decide that there was no error, we will send you a written explanation. You may ask for copies of the documents that were used in our investigation.**

**\*\*\*Business Claims will be investigated in the same manner, however no provisional credit will be provided during the investigation.\*\*\***