



# Progressive Bank

## ATM/Debit Card Dispute Questionnaire

Date: \_\_\_\_\_

Phone Number \_\_\_\_\_  
- Number you can be reached-

ONUSATM Dispute

POS/Debit Card Dispute

(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 multiple times. 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.

\*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.

Credit from merchant not received. (Please include copy of credit voucher if available)

Merchandise or services not received. Expected date of delivery of merchandise or services \_\_\_\_\_

**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.)*

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

**List charges you are disputing.**

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

To assist in this investigation, please report this incident to the applicable local law enforcement agency and provide the bank with the contact information and case number. Please include a copy of the Police report if available (If not, please explain why not.)

Merchant's Response?

Proper investigation may require that the Merchant be contacted.

**ATTACH COPIES OF STATEMENTS, RECEIPTS, AND ANY OTHER DOCUMENTS.**

Detailed account of claim information. **\*\*\*Must be completed\*\*\***

In the event Progressive Bank should suffer a loss as the result of the loss or misuse of my card, I agree that the bank may conduct its own investigation regarding the use of my card/account with or without the aid of law enforcement and may seek criminal charges against the appropriate party for any illegal conduct which resulted in the loss suffered by the bank.

Customer Signature \_\_\_\_\_

Please return completed forms to [DebitCardMaintenance@progressivebank.com](mailto:DebitCardMaintenance@progressivebank.com) or drop off at your nearest Progressive Bank location.

I would like to withdraw my dispute claim \_\_\_\_\_  
Customer Signature Date



**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.\*\*\***