

Family Security Credit Union
WRITTEN STATEMENT OF UNAUTHORIZED DEBIT (ACH)

Receiver's Name _____

Receiver's Account Number _____

Date and Amount of Debit ___/___/___ \$ _____ Date and Amount of Debit ___/___/___ \$ _____

Date and Amount of Debit ___/___/___ \$ _____ Date and Amount of Debit ___/___/___ \$ _____

Originator/Company Debiting Account _____

Note: This form can only be used for one Originator/Company (Not Multiple Originators)

State of _____ County of _____ I,
(the undersigned) state that I have examined my statement (or other notification) from Family Security Credit Union indicating that the ACH debit entry/entries listed above was charged to my account and that the entry was unauthorized, improper, or incomplete and the following is the reason for this conclusion:

Section I. I further state that: (check one)

Unauthorized – (R10; R05)

I did not authorize the Company listed above to debit my account.

I Authorized but –

I authorized the Company listed above to originate the specified debit entry to my account, *but*:

(R10) The amount debited is different than the amount I authorized. The amount I authorized is \$ _____, or;

(R10) The debit was made to my account on a date different than the date on which I authorized the debit to occur. I authorized the debit to be made to my account on _____ (MM/DD/YY), or;

(R10) The amount debited was not credited to the agreed upon payee. The name of the payee to be credited was:
_____.

Authorization Revoked – (R07) [PPD] [TEL] [WEB] [IAT] & [POS] I authorized the company listed above to originate the specified debit entry to my account, but on _____ (MM/DD/YY) I revoked that authorization by notifying the Company.

Check(s) Converted to ACH are improper due to the following reason –

(R10, R51) I was not provided the required notice. [ARC] [BOC] [POP] & [RCK]

(R10, R51) The signatures on the item are not authentic or authorized, and/or the item has been altered. [ARC] [BOC] [POP] & [RCK]

(R10, R51) The amount of the entry is different from the amount of the check. [ARC] [BOC] [POP] & [RCK]

(R10, R51) The item is ineligible to be initiated as an ACH entry. [ARC] [BOC] [POP] & [RCK]

(R37, R53) Both the check and the ACH entry posted to my account. [ARC] [BOC] [POP] & [RCK]

Section II. (For Corporate Accounts Only)

Corporate customer advises unauthorized (24 hour return time frame) – (R29) [Entry to Corporate Account] I did not authorize the above listed Company to originate the specified debit entry to my account at this financial institution.

I further state that the debit transaction was not originated with fraudulent intent by me or by any person acting in concert with me, I am an authorized signer or have authority to act on this account, and the signature below is my own proper signature. I certify (under penalty of perjury) that the foregoing is true and correct.

Date: _____ Signature _____

For Credit Union Use Only

Received By _____

Date Order Received _____

Time _____

INSTRUCTIONS – HOW TO COMPLETE A WRITTEN STATEMENT OF UNAUTHORIZED DEBIT

Section I of the Written Statement of Unauthorized Debit is for Consumer ACH debit entries only. This includes debit entries with Standard Entry Class (SEC) codes: ARC, BOC, POP, PPD, POS, RCK, TEL, WEB & IAT. **Section II** is for Corporate debit entries returned by the Corporate account holder using return reason code R29.

You must have a signed Written Statement of Unauthorized Debit on file before the entry is returned. You must send a copy to the Originating Depository Financial Institution within ten (10) banking days upon their request, provided such request is received within one year from the date the return was initiated. You must retain a copy of the signed Written Statement of Unauthorized Debit for one year from the settlement date of the return entry.

STANDARD ENTRY CLASS (SEC) CODES

ARC - Accounts Receivable Entry
CCD – Corporate Credit or Debit
POP - Point-of-Purchase Entry
RCK - Re-Presented Check Entry
WEB - Internet-Initiated Entry

BOC – Back Office Conversion
PPD - Direct Payment Entry
POS - Point of Sale Entry
TEL - Telephone-Initiated Entry
IAT – International ACH Transaction or Entry

WHEN THE CUSTOMER CONTACTS YOU, ASK THE FOLLOWING QUESTIONS:

- a) When did the entry post? (Make sure that it is within the last 60 calendar days or it may not be returned within the ACH network. If you are using the return entry R29 to return an entry posting to a Corporate account, you have only a 24-hour return time frame.)
- b) Is the entry amount familiar? (Sometimes the company name might be wrong.)
- c) Is there a check number by it?
- d) Did you write this check number out to anyone?
- e) Were you given your check back?
- f) Did you give anyone your account information over the phone?
- g) Did you order anything over the Internet?
- h) Did you sign an authorization for this company or this amount?
- i) Did you pay this company's bill by check? Did you receive notice that they would convert it to an electronic payment?

These questions will help you determine what type of an entry it is and how the authorization was obtained. You should also contact the operations department for verification of the SEC code used and the date of posting.

NOTE:

- Customers cannot return entries as unauthorized if they don't like what they purchased. They need to work with the company directly to resolve disputes.
- If the customer has authorized a single entry check conversion (ARC, BOC or POP), they cannot revoke their authorization once the single entry has posted.
- If the account is a Corporate account and they wish to return the entry for return reason code R29 (Unauthorized), they must do so within 24 hours.
- If a consumer entry posts to a Corporate account, the consumer return rules and codes may be used along with **Section I** being completed.

COMPLETING THE WSUD:

- If a Consumer account, you must fill out the top section of the form in its entirety. Then choose the appropriate reason the consumer wishes the entry to be returned. Be sure the consumer signs and dates the form. The form must be completed in its entirety prior to returning the entry.
- If a Corporate account, you must fill out the top section of the form in its entirety, then complete the information under Section II. Be sure an authorized individual representing the Corporate account signs and dates the form.
- The ACH Rules do not require that the Written Statement of Unauthorized Debit be notarized. This form may be placed on your Internet Banking site and authenticated by the customer.