

## Electronic Transaction Dispute Form

(not to be used for transactions made by check or mobile banking transfers)

Today's Date		Time of Contact:	
Account # (last 4 digits only)		Debit Card # (last 4 digits only)	
Customer Name		Telephone #	
If we have additional questions, how may we contact you?	Email		Telephone
Email Address			

### Please tell us about the transaction in question.

Date of the transaction in question	What date did you discover the transaction in question?	\$ Amount of the transaction in question	What is the name of the company charging the transaction in question?

(Use the boxes below if you have more than 1 transaction you are questioning)


Was this transaction made with your Hometown Bank Debit Card?	If yes, is your Debit Card in your possession?
If not in your possession, has your Debit Card been lost or stolen?	If yes, did you report this to us?
When did you notice that your Card was lost/stolen?	When did you report this to us?
Do you know where it might have been lost/stolen?	Where do you think it was lost or stolen?
Have you reported this transaction to the Bank before today?	Is yes, when did you report the transaction?
Have you ever authorized anyone to use your card?	If yes, who did you authorize to use your card?
Is there another account owner that might have conducted this transaction?	If yes, who?

Please provide any additional information related to the transaction that may help us with our investigation. Please explain why you think the transaction in question is an error.

Thank you for completing our Electronic Transaction Dispute Form (the Form). We will begin our investigation immediately upon receipt of your Form. We may require a written confirmation of this dispute to further our investigation. If so, we will contact you using the method indicated above for delivery instructions. Your card privileges will be suspended during our investigation. Please contact us at 606-528-2000 or 1-877-526-9555 if you have any additional questions regarding this matter.

