REG E ELECTRONIC FUNDS ERROR QUESTIONNAIRE

Account/Debit Card Number:
Primary Name:
Date of 1 st Contact:
Dollar Amount and Date of Transaction:
Is Card in Customer Possession? YES NO Date noticed card was missing:
Has Cardholder contacted Merchant? YES NO If yes, date of contact:
Describe the error(be as detailed as possible):
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In Compliance with Regulation E and per MasterCard guidelines, Investigation into the error must be completed within 10 business days with the consumer being notified of the findings within 3 business days after completing the investigation. In some cases investigations may take up to 90 days before fully completed.
Account Holder Signature:
Customer Contact Number:
Bank Employee: