



Dear GCEFCU Member,

We are sorry that you have experienced fraud on your Visa Debit Card. We will work with you to dispute the charges and have the funds returned to your account as soon as possible. There are a number of required items that are needed in order to process your dispute and return the funds.

Please read the following requirements carefully, as any missing information could delay your dispute. If you prefer, you can come into one of our offices and we will assist in filling out the paperwork. In this packet we have included a member affidavit which needs to be notarized and a Visa Chargeback Request for you to complete. We have notaries available at our offices at no charge. In addition to these two forms, we highly recommend filing a police report with your local police department to help strengthen your case. You may be required to provide more information during the chargeback process so please keep all documents and correspondences between you and the merchant. Keep in mind that the credit to your account is provisional and can be revoked if your claim is denied or additional documentation is not provided if requested.

Please note that by signing your name you understand all information is true under penalty of perjury.

Please feel free to contact us if you have any questions or if you need assistance filling out the documents.

Sincerely,

Gulf Coast Educators Federal Credit Union.

