



Instructions for Completing a Claim Form

ATTENTION: You must report all claims to the Call Center at 1(800)894-0300 to obtain a claim number prior to submitting any forms to Peoples United Bank, N.A.

→→→Please follow instructions completely to avoid your claim from being denied. List each transaction you are disputing. If your claim is a combination of fraud (*you don't recognize the charge at all*) and a dispute (*you are disputing a charge with a merchant you attempted to do business with*) you must fill out separate claim forms. Please refer to your call center representative if you have questions.

NAME _____ CLAIM# _____

You MUST pick ONE statement from choices 1-10 below that applies to your claim:

- 1. I received my monthly statement and there is a debit card purchase shown that I did not make, nor was it made by any other person authorized to transact on the account. **(Please list all transactions on Page 2)**
- 2. I received my monthly statement and there is an ATM or NYCE transaction shown that I did not make, nor was it made by any other person authorized to transact on the account. **(Please list all transactions on Page 2)**
- 3. I received my monthly statement and the amount I purchased differs from the amount billed by the merchant. **(A copy of the sales slip and/or packing invoice for items is required.)**
- 4. I received a credit slip, or In Store Credit receipt, and the credit has not appeared on my monthly statement. **(A copy of the credit slip is required.)**
- 5. I attempted to pay for a purchase using my Debit Card or ATM card, but the transaction was denied. Therefore, I paid using another method of payment. My checking account was debited for the purchase, even though I paid using another method. **(A copy of the cash receipt, front and back of check, or credit card receipt or statement is required.)**

I authorized the purchase, HOWEVER:

- 6. I have not received the merchandise. Expected delivery date: _____
List: Sale Date: _____ Amount: _____ Merchant: _____
- 7. The merchandise was defective and returned on _____. **(Enclosure of proof of return and explanation of defect is required.)**
- 8. I attempted to cancel the purchase with the merchant on _____. **(Copy of correspondence with merchant is required.)**
- 9. The transaction was a cancelled hotel reservation. Cancellation # _____. **(List transaction information on page 2)**
- 10. The charge posted to my account more than once, but I only authorized one purchase. The valid charge in the amount of _____ posted on _____. The unauthorized transaction was posted on _____, in the amount of _____.



People's United Bank, N.A. Dispute Claim Request

Date: _____ Customer Name: _____

Address: _____

Debit Card #: _____ Checking Account # _____

Telephone#: (____) _____ Service Claim #: (Required) _____

My Debit Card or ATM Card was _____ / was not _____ in my possession at the time of the disputed transaction. If I do not have my card, it was (choose one) lost _____ or stolen _____ on _____ (date).

DATE OF TRANSACTION	AMOUNT	MERCHANT NAME

If you have or are doing business with the merchant(s) in question and the transaction is a dispute, the following is required:
A written detailed description of the dispute including what attempts were made to resolve the issue with the merchant and any documentation that supports your claim. If People's United Bank, N.A. does not receive this information then your claim will be denied for lack of evidence to support your claim. (Please use back of form if you require more space)

You must sign this claim form in order for us to use it to complete our investigation. You may use additional sheets or the back of this claim form to list additional transactions or provide any additional facts to support your claim.

- Under Federal Law (18 U.S.C. 1433), it is a crime to knowingly defraud or attempt to defraud a financial institution
- Any Person committing this crime may be fined up to \$1,000,000 or imprisoned for not more than 20 years, or both.
- Under applicable state statute, "obtaining property through fraudulent use of an automated teller machine" is considered the crime of larceny.

Signature _____ Date _____

Mail Completed form to:
People's United Bank, N.A., Adjustment Dept., RC 05-668, 850 Main Street, Bridgeport, CT 06604 **OR** Fax to (844) 832-1124