



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)

I, (the undersigned) state that I have examined my statement (or other notification) from Visionary FCU 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: _____.

☐ (R10) The entry was improperly reinitiated.

☐ **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]

A fee of \$30 will be assessed to the account for completing this request

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 _____

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.

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 ACCOUNTHOLDER 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)
- 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.


RETURN NOTES:

- Accountholders 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 accountholder has authorized a single-entry check conversion (ARC, BOC, or POP), they cannot revoke their authorization once the single entry has posted.
- 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:

- **The top section must be filled out in its entirety for both Consumer and Corporate accounts**
- If a Consumer account, 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.
- 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 accountholder.

ENTRY IS BEYOND THE ALLOWABLE RETURN TIME FRAME:

-  If you receive a request to return an entry that is past the 60 days for a Consumer entry or 24 hours for a Corporate return, contact your operations department. They can contact the ODFI (Originating Depository Financial Institution) to see if they will accept a late return.