

Written Statement of Unauthorized ACH Debit

- Clearly print in blue or black ink.
 Carefully read all instructions. You will complete both sections 1 and 2.
 Fully complete the sections before submitting.

Section One

I/We, _____, state that I have examined the account statement or other notification from NASA Federal Credit Union indicating that the ACH entry (“Debit”) was charged to my Account No. _____ by _____ (originator), and that the entry(s) was/were unauthorized or improper.

Note: Please list the individual transaction(s) below.

Section Two --- Please select the appropriate reason for your request

- The ACH debit was unauthorized.**

An ACH debit is considered unauthorized if:

- You never authorized the ACH debit entry from this account.
- You authorized an ACH debit from this account, but the debit amount is different than the amount authorized; the debit was posted earlier than the date authorized; or the transaction was incomplete.

- The authorization for the ACH debit was revoked.**

You authorized the ACH debit but revoked the authorization, in accordance with your agreement with the Payee Company named above, prior to the date the debit posted to your account.

- The converted check entry was improper.**

Below are scenarios that are considered an improper check entry:

- Both the check entry and an ACH debit were presented for payment from your account.
- You did not receive a notice stating that checks may be converted or re-presented as an ACH debit.
- Your check that was converted to an ACH debit was altered or the amount used was not the same as the written check amount.
- You requested not to have your check converted to an ACH debit.
- The signature on the item related to the ACH debit was not authentic or authorized.

I further state that the debit transaction(s) was/were not originated with fraudulent intent by me or by any person acting in concert with me, and that the signature below is my own proper signature. I affirm under penalties of perjury that the contents of the foregoing document are true and correct.

_____ _____ _____
 Print Name Signature of Primary Account Holder Date

_____ _____ _____
 Print Name Signature of Joint Account Holder Date

Acknowledged by NASA Federal Credit Union Branch: _____

_____ _____
 NASA Federal Credit Union Employee Name Date

List unauthorized ACH transactions to be refunded to member’s account and returned to originator. ACH transactions cannot be returned/re-credited after 60 days from posting to member’s account. (CCD transactions must be returned by the 2nd day.)

Date	Transaction Amount	Date	Transaction Amount
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____



Written Statement of Unauthorized ACH Debit

This form, **Written Statement of Unauthorized ACH Debit**, has been issued pursuant to your recent communication with NASA Federal Credit Union regarding an ACH* debit to your account. You have **60** calendar days from the date the transaction posted to your account to request that an unauthorized item be returned.

Please refer to the following definitions when completing this form.

An **Originator** means a person, corporation, or other entity that initiates ACH entries.

To submit a Claim of Unauthorized ACH Debit, please follow these guidelines:

1. A separate form must be completed for each ACH item you dispute if the debit is not from the same Originator.
2. Verify that the date of the transaction/s and the amount of the transaction/s are correct.
3. The name of the Originator must be written exactly as it is on your account.
4. If you have authorized the ACH debit but revoked the authorization in accordance with your agreement with the Payee Company prior to the date the debit posted to your account, ***a copy of your Revocation and signed Stop Payment form must be supplied within 14 days or NASA Federal may honor subsequent debits to the account.***
5. This is a legal document. Please do not cross out any statements or make any notes on the form.
6. Make sure you sign where required.

When completed, please return to a NASA Federal Branch location or mail it to:

**NASA Federal Credit Union
Attention: ACH Department
P.O. Box 1588
Bowie, MD 20717-1588
Fax: 301-390-4511**

It is critical that these steps be followed in a timely manner. Any delays in processing could affect whether or not the ACH transaction can be returned and your account re-credited.

If you have questions, please contact the NASA Federal ACH Department at **301-249-1800** or toll-free at **1-888-NASA-FCU** (1-888-627-2328).