



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**

NASA Federal Credit Union will make every effort to return the item and re-credit your account promptly upon receipt of a correctly completed form.

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).