

Dispute Tracking System

Customers can report fraudulent debit card transactions right from their online or mobile banking app.

Here's how to report unauthorized transactions:

Open the account with the fraudulent charges and look for the three dot icon at the top-right of the screen. Click or tap the icon and select Dispute transactions.

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Checking

Last Updated: August 1, 2023 10:52 AM

\$1,768.30
Current Balance

\$1,558.24
Available Balance

Transactions Details & Settings

Search, Filter, Currency, and More icons

Transaction Description	Amount	Action
Pending 90060 CHK REC PAYMENT IPSY GLAM BAG HELP.IPSY.COM CA		Dispute transactions
Pending 38692 CHK PURCH SIG PANERA BREAD #20 740-362-1001 OH	-\$28.96	⋮
Pending TRANSFER TO X9547 Funds Transfer via Online	-\$15.00	⋮
Pending 451843 CHK PURCH SIG THE PET BOWL 807 DELAWARE OH	-\$36.36	⋮
Pending 13591 CHK PURCH PIN KROGER #804 DELAWARE OH 10080407	-\$113.67	⋮

Dispute transactions


Please verify that each selected transaction is a payment you wish to dispute. By disputing a transaction, you are stating that the transaction is unauthorized or fraudulent, or that the goods or services purchased were not received or were substantially different than described.

After reviewing each transaction selected for dispute, continue by selecting "Dispute transactions."

Cancel dispute

Dispute transactions

Next you will be prompted to flag the unauthorized items. **There will be a box beside transactions that you can report with this tool.** Click or tap inside this box, selecting one or multiple fraudulent transactions. Click or tap Continue and you'll see a verification screen displaying details of the transactions you wish to dispute.

	451843 CHK PURCH SIG THE PET BOWL 807	- \$36.36	⋮
	Pending		
	13591 CHK PURCH PIN KROGER #804 DELAWARE	- \$113.67	⋮
	JUL 31 2023		
<input type="checkbox"/>	Interest	+ \$0.50	⋮
		\$1,768.30	
	JUL 31 2023		
<input type="checkbox"/>	NAVIENT PMT SPE 9377319701	- \$400.00	⋮
		\$1,767.80	
	JUL 31 2023		
<input checked="" type="checkbox"/>	Signature POS Debit 07/29 9692 OH DELAWARE JETS	- \$82.51	⋮
		\$2,167.80	
	JUL 31 2023		
<input type="checkbox"/>	Pinned POS Debit 07/31 9692 OH DELAWARE	- \$41.63	⋮
		\$2,250.31	
	JUL 31 2023		
<input type="checkbox"/>	Pinned POS Debit 07/29 8800 OH RICHWOOD	- \$35.02	⋮
		\$2,291.94	
	JUL 31 2023		
<input type="checkbox"/>	Signature POS Debit 07/28 9692 OH 740-803-6294	- \$16.10	⋮
		\$2,326.96	
	JUL 31 2023		
<input type="checkbox"/>			
	Number: 1		
	Totaling: \$82.51		
<input type="button" value="Cancel"/>		<input type="button" value="Continue"/>	

Dispute Transaction ×

Transactions to dispute

Jul 31 2023 - \$82.51
Signature POS Debit 07/29 9692 OH
DELAWARE JETS PIZZA - OH SEQ#
044508

Answer a few questions about the transaction(s) you're reporting to help our team begin the dispute. When you're done, **click or tap Submit dispute**.

< Dispute Transaction ×

N/A

Does anyone else have access to your card? If yes, provide name(s) and relationship(s).

Yes

No

Have you attempted in good faith to resolve the dispute with the merchant? Please include details of the attempt.

Yes

No

Submit dispute

Back

Cancel dispute

Once you've completed the report, our Card Services will begin their work to process the dispute. You will be contacted by this group to sign forms and they will share next steps in the recovery process.

If you have questions before we reach out, you can contact us at (888) 943-2317 or you can visit any branch.

