

# FRAUD CLAIM

Cheque / Debit Card



UCN (branch use only): \_\_\_\_\_

Card Holder Name: \_\_\_\_\_

ID number: \_\_\_\_\_

Contact Number: \_\_\_\_\_

Email / Fax Number: \_\_\_\_\_

Physical Address: \_\_\_\_\_

Card Number: \_\_\_\_\_

Account Number: \_\_\_\_\_

I have examined my statement and dispute the below mentioned transaction/s for the following reason(s):

## FRAUDULENT TRANSACTION

- I certify that I neither made nor authorised the mentioned transaction/s.
- I certify that my Debit / Cheque / Chip or Petrol card was in my possession at the time of the transaction. (Clear copy of the card must be attached to the document)

Date: \_\_\_\_\_ Amount: \_\_\_\_\_ Description: \_\_\_\_\_

## Circumstances:

1. How & when did you become aware of the fraudulent activity on your card? (Date & Time)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

2. Was card Lost / Stolen / in your possession? (Violent crime incident - copy of a detailed police affidavit must be attached)

\_\_\_\_\_

3. Where did the incident occur and where were you assisted or interrupted (Please provide detail of the date, time, ATM Number and location of where the incident occurred, not where the disputed transactions occurred)?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Signature: \_\_\_\_\_



	DATE:	TRANSACTION NAME:	AMOUNT:
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			
9.			
10.			
11.			
12.			
13.			
14.			
15.			

I, hereby confirm that, I know and understand the content of the abovementioned document and the information herein is true and correct.  
 I further understand that providing false information or withholding the information required constitutes a misrepresentation, which might lead to criminal and/or civil prosecution.

Signature: \_\_\_\_\_

Full Name: \_\_\_\_\_

Date: \_\_\_\_\_

I became aware of the transaction/s as per above on ..... (date), and I reported the fact to the following:

Branch Name: \_\_\_\_\_

Staff member: \_\_\_\_\_

**BRANCH Complodulent claim:**

1. Complete above mentioned form
2. Attach clear copy of the front and back of the card (if fraud occurred while the card was in the client's possession)
3. Attach Copy of ID
4. Document must be completed & signed by the card holder
5. All completed documents must be reported to Debit/Cheque Card Fraud department within 24 hours of receipt by the Branch
6. Forms must be returned to ServiceSuite@rmbprivatebank.com or Fax 0860 67 4444

Fraud Department Contact Number for following up on existing Fraud cases: (+27 11) 303 5050 (select option 2)

Signature: \_\_\_\_\_