



Member Statement of Zelle Dispute

Date: _____

Member Contact Number: _____

Member Name: _____

Member Number: _____

Transaction Details:

Date	Dollar Amount	Payee

Choose ONE of the following:

I certify that I did *initiate* the Zelle transaction, but the intended recipient did not receive the payment. (Please answer follow-up questions listed below).

- What contact information did you use? _____? (Enter the email address or mobile phone number).
- Have you verified with the recipient that the contact information previously listed is correct?

Yes No If you answered "Yes" is the recipient enrolled with Zelle? _____ If you answered "No", have you tried to cancel the payment? Yes No

I certify that I *initiated* the transaction, however, the transaction was the result of a scam:

Scam details **required**:

Who/What/Where:

I attempted to resolve by:

I certify that the transaction amount posted is different than what I *authorized*. The authorized amount was \$ _____.

Other: Please explain: _____.

I (the undersigned) hereby attest that (i) I have reviewed the above Zelle transaction/s that posted to my account, (ii) and the transaction/s were described to the best of my ability.

Member Signature _____ Date: _____

LGE Employee Name and teller Number: _____ (Please attached additional document for member written statement)

Please submit the document to Accountingassociates@LGEccu.org

Official Use Only

Case #: _____ Open Date: _____ Provisional Credit Posted on: _____

Funds Recovered Amount: _____ Provisional Credit Reversed on: _____

Co-Op Credit on/via: _____ Case Closed on: _____ Representative: _____