

Declaration of Unauthorized Activity



Form Instructions:

- 1 — Complete all applicable areas on the form
- 2 — Print completed form
- 3 — Signature and date required
- 4 — Scan and email the signed form to
Delta Community Credit Union's
Account Compromise Team at
DEPTAccountCompromise@DeltaCommunityCU.com
or fax to 470-351-6581

**NOTE: This form should not be used to dispute unauthorized incidents of the following types: Transactions made with Delta Community Credit Union Checks, Visa Debit or Credit Cards or through ACH transfer.*

Member Number

Member Name (First, Last)

Member Address

Phone Number

Email Address

Please check the appropriate box below that describes the unauthorized and/or fraudulent activity:

Cash withdrawal

ATM deposit or withdrawal

Shared Branch withdrawal

Takeover of Online Banking and/or Mobile Banking App (Must complete Statement of Circumstance(s) below):

Wire Transfer

Account to Account Transfer

Zelle

Other: _____

Please list all of the unauthorized transactions below:

Date	Transaction Description	Dollar Amount
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____
_____	_____	\$ _____

Statement of Circumstance(s)

Describe in detail the circumstances of the fraudulent activity and how and when you became aware of it.

1. How did the unauthorized person gain access to your account?

- a. Were you paying for something? YES NO
- b. Did you receive a phone call? YES NO

- i. Did it appear to be from Delta Community? _____
- ii. How did the person identify themselves? _____
- iii. What number was the call from? _____

c. Did you receive a text message? YES NO

- i. What did the message say? _____
- ii. Did you respond to the text message? _____
- iii. What number was the text from? _____

d. Did you receive a one-time passcode and provide it to the unauthorized person? YES NO

e. Did the unauthorized person gain virtual access remote into your computer? YES NO

2. What information did the unauthorized person ask for? _____

3. What additional information (if any) did you provide to the unauthorized person? _____

4. Did the unauthorized person already have access to your personal information? If yes, what? YES NO

5. What devices have you used to access your Delta Community Online Banking account in the last 48 hours?
- a. Mobile Phone – What type of mobile phone do you own? _____
- b. Desktop Computer – What type of computer do you own? _____
- c. Tablet – What type of tablet do you own? _____
6. Who is your mobile phone service provider (carrier)? _____
7. Who is your home internet service provider? _____
8. Do you currently or have you recently had fraud on any other accounts/cards (non-Delta Community)?
 YES NO
9. Have you traveled anywhere recently and accessed your account while traveling? YES NO
- a. If yes, where? _____
10. Have you logged into Online Banking using a public Wi-Fi recently? YES NO
- a. If yes, where? _____

The transaction(s) identified above were not authorized or signed by me or by anyone acting on my authority with my consent or knowledge.

I have not received and will not receive any benefits or proceeds from the transaction(s) identified above. This declaration is made voluntarily for the purpose of establishing the fact that I did not authorize the unauthorized activity that occurred on my account(s).

By signing below, I understand that this declaration may be provided to Federal, state, and local law enforcement agencies for such action within their jurisdiction as they deem appropriate. I understand that knowingly making any false declaration is subject to Federal and/or state statutes, and may be punishable by fines and/or imprisonment.

 Name Date