LIBRARY OF CONGRESS
FEDERAL CREDIT UNION

Thank you for contacting us. We are sorry to hear you have had an unpleasant experience using an ATM machine. Please complete the form (page 2 of this email) so we may begin research of your transaction and make the appropriate adjustments to your account. You may return it by fax to (202)707-6418.

If you are unable to fax the form, you may always send it to our Administrative office at:

Library of Congress FCU
8100 Professional Place, Suite 308
Hyattsville, MD 20785

If you should need any additional assistance you may contact a Member Service Representative, Monday through Friday, from 7:00 a.m. to 3:30 p.m. at (202)707-5852 or (800)325-2328.

Library of Congress
FCU Member Services
culine@lcfcu.org

Please do not reply to this email, as your response may be delayed. All inquiries should be emailed to **culine@lcfcu.org**

This electronic mail transmission may contain confidential or privileged information. If you believe you have received this in error, please notify the sender by reply transmission and delete this message without copying or disclosing it.

Library of Congress FCU does not ask for account numbers, passwords or Social Security numbers through email. If you receive anything of this nature, please delete it immediately.

Visa Regulations govern the entire dispute process. If further documentation or clarification is needed, you will receive a written request for the information. When additional information is required the dispute process may be delayed.

ATM TRANSACTION DISPUTE

LIBRARY OF CONGRESS ®
FEDERAL CREDIT UNION

Cardholder Name: _____

Contact Phone #: _____

Email Address: _____

Card Number: _____

Transaction Number: _____ Transaction Date: _____

ATM Location: _____

Transaction Amount: $_____

Explanation of Problem (please provide copy of receipt):

☐ ATM Dispensed cash, but account was not debited

☐ ATM did not dispense cash, but account was debited

☐ Partial dispense of cash: Account was charged $_____ but only received $_____

☐ Over dispense of cash: Account was charged $_____ but only received $_____

☐ Deposited cash: Deposit not credited or returned in the amount of $_____

MEMBER SIGNATURE:_____ **DATE:**_____