

Unauthorized/disputed ACH activity



Use this form to report inappropriate debit or credit ACH activity. Enter your information using blue or black ink.

1. Your information

Name of account holder or authorized signer

Security code (If left blank, your request could be delayed)

Account number

Address

City

State

ZIP

Phone

Email

2. Disputed transaction information

Transaction type	Transaction date	Disputed amount	Debit/credit originator
<input type="radio"/> Debit <input type="radio"/> Credit			
Was there any attempt to place a stop payment on this transaction? <input type="radio"/> No <input type="radio"/> Yes			
Were there any bank fees incurred as a result of this transaction? <input type="radio"/> No <input type="radio"/> Yes If yes, enter amount: _____			
<input type="radio"/> Debit <input type="radio"/> Credit			
Was there any attempt to place a stop payment on this transaction? <input type="radio"/> No <input type="radio"/> Yes			
Were there any bank fees incurred as a result of this transaction? <input type="radio"/> No <input type="radio"/> Yes If yes, enter amount: _____			
<input type="radio"/> Debit <input type="radio"/> Credit			
Was there any attempt to place a stop payment on this transaction? <input type="radio"/> No <input type="radio"/> Yes			
Were there any bank fees incurred as a result of this transaction? <input type="radio"/> No <input type="radio"/> Yes If yes, enter amount: _____			

3. Disputed ACH debit explanation

Select the explanation that matches your situation.

Unauthorized debit/credit transactions

Unauthorized; the transaction listed above was not made by me or a person authorized by me.

Authorization revoked; the authorization was revoked and the person who originated the transaction was notified.

Date revoked

Incorrect amount; the transaction listed above was not the correct amount. _____
Correct amount

Incorrect date; the transaction listed above was not made on the correct date. _____
Correct date

Improper debit/credit transactions

The debit/credit transaction was a re-presented check, converted check or point of sale transaction and:

Not authorized by me

Policy not provided; the re-presented check entry policy or converted check entry policy was not provided to me prior to the date the debit/credit transaction posted to my account.

Signatures not authentic/authorized

Incorrect debit/credit amount; the debit/credit amount was not accurately obtained from the check.

Check altered; the check related to the debit/credit has been altered.

Duplicate presentment; the check/source document and the electronic debit/credit were both presented for payment.

An improper source document was used

4. Signature

I declare and certify under penalty of perjury under the laws of the United States of America (including without limitation, Title 28, section 1746 of the United States Code) that the foregoing is true and correct. As part of their investigation, I understand EverBank, National Association ("EverBank") may need to discuss the case and my information with third parties, including law enforcement and other financial institutions and authorize EverBank to do so accordingly.

The undersigned agrees that we, EverBank, in our sole discretion, may accept documents that you have signed and sent to us by electronic means, like fax, email, or other file transmittal processes we might offer. By sending us any such document by electronic means, the undersigned agrees that we may rely on it and on the signature, and that the document is binding on the signer even if the original signed document is not delivered to us.



Account holder or authorized signer

Date

5. Submit

The type of account you have with us will determine how you return the form so be sure to choose the appropriate option.

Personal account

Upload this form and any additional documentation so that we can move forward in the quickest and most secure way. Simply log in to your account at everbank.com and:

- Select the **Actions** tab
- In the TIAA Documents section, select **Upload documents**
- Select **Files** you would like to upload
- Select **Folder** to upload files to and follow directions

Business account

The form-approving authorized signer can submit the completed form to us through BOB using their specific login credential by selecting the **Administration** tab, then **Communications**, then **Contact Us** and add the attachment(s). Alternatively, we require an authorized signer with a security code to call us at 1.855.563.3177 so we can set up secure delivery of your form via encrypted email. We're available weekdays from 8 a.m.–5 p.m. (ET).

For bank use only:

Verify client

Date verified

FC number

Associate name (**Print first & last name**)