



# SFCU

STUDENT FEDERAL CREDIT UNION  
AT THE UNIVERSITY of PENNSYLVANIA

## FRAUD ASSISTANCE INFORMATION

### If you suspect ANY fraudulent transactions, first follow these steps:

1. Contact the **SFCU: (215)-222-2604** to close your card. If this is not during normal business hours, contact **STAR®: 1-800-523-4175** or **VISA®: 1-800-847-2911**.
2. Report the situation to the police immediately. **Penn Police: (215)-898-7297**.
3. If you wish to formally file for fraud, you need to fill out an **affidavit** in our office and submit the **police report** (or fax a notarized copy of the required documents).
4. **Contact the merchant** and inform them that you did not authorize the transaction(s). If the merchant complies, follow the merchant's instructions on retrieving your funds.

### OTHER OPTIONS

1. **File for identity theft** using some or all of the following options:  
OPTION 1: File a claim with the FTC: <http://www.ftc.gov/bcp/edu/microsites/idtheft/>  
OPTION 2: Call 1-866-ID-HOTLINE (1-866-43-4685463)

### CHARGEBACK PROCEDURE

1. The SFCU Operations Department will determine whether or not fraud occurred within **10 business days** (20 business days if the transfer involved a new account\*) after the affidavit has been completed.
2. If more time is needed to investigate your complaint or question, we will issue temporary credit for the amount of the unauthorized transactions. The investigation may take up to **45 business days** (90 business days if the transfer involved a new account\*).
3. You will be **notified of the results within three business days** after the completion of our investigation. If we find that the transactions were not fraudulent, we will provide a written explanation. You may ask for copies of the documents that we used in our investigation. Temporary credit (if applicable) will be retracted after we have completed our investigation.

*\*An account is considered a new account for the first 30 days after the first deposit was made.*

### **MEMBER LIABILITY** \*pursuant to NCUA regulation E\*

#### **Card not in Possession (lost or stolen)**

If you report the transaction(s) within two business days of the estimated statement received date\*, you will be liable for the lesser **\$50 or the total value of the unauthorized transactions**.

If you report the transaction(s) after two business days of the estimated statement received date\*, you will be liable for the **total value of the unauthorized transactions**.

#### **Card in Possession**

##### **Within 2 Business Days**

If you report the transaction(s) within two business days of the estimated statement received date\*, you will **not be held liable for any of the fraud** and will receive a **full reimbursement**.

##### **Between 2 and 60 Days**

If you report the transaction(s) after two business days, and we can prove that we could have prevented fraudulent activity if you would have told us sooner, you will be liable for **the lesser of \$500 or the amount of the unauthorized transaction or series of transactions**.

##### **After 60 Days**

If you report the transaction(s) after sixty business days, and we can prove that we could have prevented fraudulent activity if you would have told us sooner, you will be liable for **the total amount of the fraudulent transaction or series of transactions**.

*\*(10<sup>th</sup> of the month for mail statements and post date for e-statements)*