



Date: _____

Member Number: _____

Member Name: _____

Member Phone 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. Must answer the following questions:

- What Zelle® contact information did you use for the intended recipient?
_____ (Enter the email address or mobile phone number)
- Have you verified with the recipient that the contact information previously listed is correct?
 Yes If yes, is the recipient enrolled in Zelle®? **Yes** **No**
 No If 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 are **required**:

Who / What / When / 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, and (ii) the transaction(s) was/were described to the best of my ability.

Member Signature: _____ Date: _____

Return completed form in person to a Sacramento Credit Union branch or securely at: <https://secure.sactocu.org/u/depositsupport>.