



Member Statement of Zelle Dispute

Name:

Account Number:

If you did not receive the goods or services you paid for, if they are damaged or not what you expected, please work with the seller to resolve your matter.

Choose **ONE** of the following:

I initiated the Zelle payment, but the intended payee did not receive the payment.

I initiated the Zelle payment, however, the payment was a result of fraud or scam. *(Please provide details in section below):*

My account was debited for an amount different than what I authorized. The authorized amount was _____.

I did not initiate or authorize the transaction(s) listed below.

- Did you participate in any of the transactions listed below? Yes No
- Was your phone or computer stolen/hacked/lost during the time these transactions were made? Yes No

