



Customer Statement of Zelle Dispute

Customer Name: \_\_\_\_\_

Customer Phone: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Account Number \_\_\_\_\_

Transaction Detail

Date:	Amount:	Transaction Description:
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I (the undersigned) hereby attest that (i) I have reviewed the circumstances of the above Zelle debit to my account, (ii) the debit was not authorized and (iii) the following, to the best of my ability to identify, is the reason for that conclusion:

Choose ONE of the following:

I certify that I did initiate the Zelle payment, but the intended recipient did not receive the payment. (Please answer follow-up questions listed below).

- What contact information did you use? \_\_\_\_\_? (enter the email address or mobile phone number).
- Have you verified with the recipient that the contact information previously listed is correct?

Yes  No If you answered "Yes" is the recipient enrolled with Zelle? \_\_\_\_\_  
If you answered "No", have you tried to cancel the payment?  Yes  No

I certify that I initiated the payment, however, the payment was the result of fraud or scam: (Please provide details): \_\_\_\_\_

I certify that my account was debited for an amount different than what I authorized. The authorized amount was \$ \_\_\_\_\_.

I certify that I did not initiate or authorize the transaction listed above.

Other: Please explain: \_\_\_\_\_

Please Answer the Following Questions:

Have you ever enrolled in Zelle? \_\_\_\_\_. If yes, when did you enroll? \_\_\_\_\_

Customer Signature \_\_\_\_\_ Date: \_\_\_\_\_

Employee Name: \_\_\_\_\_