



Corporate Headquarters  
 225 Chestnut Street  
 Rochester, NY 14604 - 2424

### Written Statement of Unauthorized ACH Transaction

Please complete this form for unauthorized or improper ACH/Electronic Funds Transfer debit entries being deducted from your account. Pursuant to ACH Rules, this form must be completed in sufficient time of 60 days to return the entry indicated below. Completing this form will not place a stop payment on future transactions from this company but will dispute the transaction detailed below. Please note, if approved, it may take several business days to receive the refund in your account. You may fax the completed form to 585.336.1066.

Member Name: \_\_\_\_\_ Daytime Phone: \_\_\_\_\_  
 Account Number: \_\_\_\_\_  Checking  Savings  
 Member Number: \_\_\_\_\_

I have examined my account statement, or I have otherwise become aware, that an ACH transaction dated \_\_\_\_/\_\_\_\_/\_\_\_\_ was charged to my account in the amount of \$\_\_\_\_\_ by \_\_\_\_\_ (company name).

The ACH transaction listed above was unauthorized, revoked, or improper. Please select the appropriate reason for your request:

- The ACH transaction was unauthorized because:**
  - I never authorized the ACH transaction from this account.
  - I authorized an ACH transaction from this account, but the amount is different than the amount authorized. The amount authorized is \$\_\_\_\_\_.
  - I authorized an ACH transaction from this account, but the item posted earlier than the date authorized. The date authorized was \_\_\_\_/\_\_\_\_/\_\_\_\_\_.

**The authorization for the ACH transaction was revoked.**  
 I authorized the ACH transaction but revoked the authorization, in accordance with my agreement with the company named above, prior to the date the transaction posted to my account.

- The check I wrote was improperly converted to an ACH/Electronic Check because:**
  - Both my check and an ACH withdrawal were presented for payment from my account.
  - I did not receive a notice stating that my check may be converted or re-presented as an ACH/Electronic Check.
  - My check that was converted to an ACH/Electronic Check was altered, the signatures were not authentic/authorized, or the amount used was not the same as the written check amount.
  - I requested not to have my check converted to an ACH/Electronic Check.

I further declare that the debit entry was not originated with fraudulent intent by me or any person acting in concert with me and that the signature below is my own signature. If requested by the Originating Depository Financial Institution (ODFI), I agree that a copy of this statement may be provided. I assert that I am an authorized signer or the owner/officer of the business and/or have the authority to act on the account and that this Written Statement of Unauthorized Debit is true and correct.

Member Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

ESL Representative Name: \_\_\_\_\_ Department/Branch: \_\_\_\_\_