

QUESTIONNAIRE OF FRAUD

Note: If you do not have your Service Request Number, please make sure to include the Card Number. You can also obtain this number by calling Customer Service.

SR Number: _____

Case/Program Number: _____

Name: _____

Date: _____

Card Number: _____

-We require written confirmation of the unauthorized use or error at the time of your initial report

-You can complete and send in this form, for your convenience, or you may send your own written letter

Please check each box that applies and answer the questions to the best of your knowledge:

- ☐ Card Lost ☐ Card Stolen
☐ Card Not Received
☐ Other/don't know (please explain)

Where is your card normally kept? _____

Is your PIN written on or kept with the card? ☐ YES ☐ NO

Have you ever given anyone else permission to use your card? ☐ YES ☐ NO

Explain: _____

Does anyone else have access to your card and/or PIN? ☐ YES ☐ NO

Explain: _____

Have you changed your address in the last 90 days? ☐ YES ☐ NO

Have you changed your PIN in the last 90 days? ☐ YES ☐ NO

When and where did you last use your card? (be specific) _____

When did you notice your card missing or become aware of its unauthorized use? _____

Has your card been cancelled? ☐ YES ☐ NO

Is your card still in your possession? ☐ YES ☐ NO

Do you have any idea who may have done this? ☐ YES ☐ NO

Who? _____

