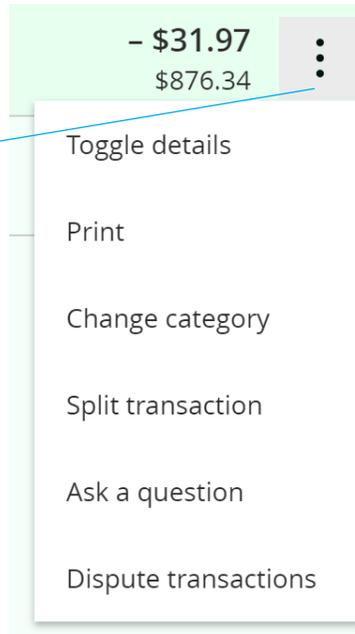


Disputing a Transaction

1. In Online or Mobile Banking, click or tap into the account to view transactions.
2. Click or tap the transaction in question.

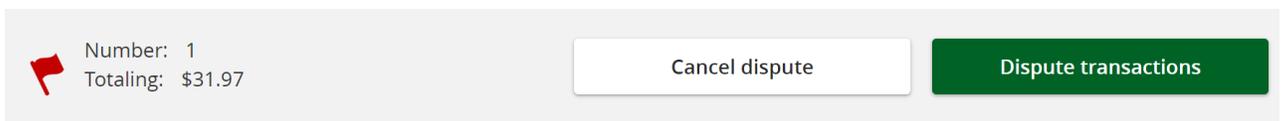
3. Review details. If you do not recognize the charge, click or tap the three vertical dots right of the amount to open the menu.



4. Choose **Dispute transactions**.

5. Review the criteria in the popup window for disputing transactions. If they apply, choose the green **Dispute transactions** button.

6. A flag will appear at the bottom of your screen with the disputed total. Click or tap **Dispute transactions** to continue.



7. In the Dispute transaction screen, click or tap **Continue dispute**.

8. Answer a few short questions about the dispute to help our team research the transaction and then click **Submit dispute**.

9. You will then see a confirmation window that your dispute is in review and that you will receive written confirmation of the provisional credit within 10 business days.

NOTE: Once we receive a dispute, we will block your card for your protection.

If you initiate the dispute outside of business hours, you should call the phone number on the back of your card or use CardValet to turn off your card.