

ACH Return / Stop Payment Request



Name: _____ Account #: _____

Company Name: _____

Amount of Transaction: _____ Posting Date: _____

Reverse transaction posted to account: **Yes** **No**

Charge Fee to S: _____ \$25.00

- Automated Clearing House (ACH) rules state that ACH Return / Stop Payment Request Form must be obtained before an unauthorized debit may be returned.
- To expedite your request please return the completed form to a branch, or Fax it to 610-970-4728.

☐ **The ACH transaction was unauthorized. (Affidavit required)**

An ACH transaction can be considered unauthorized if: you never authorized the ACH transaction entry from this account.

☐ **I authorized this ACH transaction, but the transaction differs from the terms authorized. (Affidavit required)**

I authorized an ACH transaction from this account; however, the transaction amount is different than the amount authorized, the transaction posted earlier than the date authorized, or the transaction is a duplicate entry.

☐ **The authorization for the ACH transaction was revoked. (Affidavit required)**

You authorized the ACH transaction but revoked the authorization, in accordance with your agreement with the company name listed above, prior to the date the transaction posted to your account.

~ This is not a valid return reason for Single- entry WEB or TEL entries

***If authorization is recurring, you must provide a copy of the Confirmation of Revocation from the Merchant/Originator. (If not provided – one-time 30-day stop will be processed)**

I understand that if this request was made orally to the credit union, the stop/return payment request will be void unless I, the member, sign and return the form within 14 days of the initial oral request. I also understand that this request will be final and not be reversed unless a written authorization is provided by me to Diamond Federal Credit Union to allow the Originator/ Merchant to debit my account.

The stop/return placed is specific to the company name as stated above. If a debit is presented under a different company name or identification number, the debit will not be stopped or returned. However, I may request a return of any debits that have not been authorized by me within 60 days of the date of posting to my account. I understand that additional documentation may be required such as Statement of Unauthorized/Improper ACH Activity Affidavit and/ or confirmation of revocation from the Originator/ Merchant.

The credit union will not be liable for payment for the debit contrary to this request unless payment is caused by the credit union's negligence and causes actual loss to me. The credit union's liability shall not in any event exceed the amount of the debit. I agree to reimburse the credit union for any loss it sustains in honoring this request.

Signature of Member

Date

Staff Signature

Date

Note: Please allow two business days for processing: Payments past 60 days may not be able to be recovered.

**Statement of
Unauthorized/Improper ACH
Debit Activity Affidavit**



State of Pennsylvania County of _____

I, _____, state that I have examined the attached statement or other notification from Diamond Federal Credit Union indicating that an ACH debit entry was charged to my Account # _____ on _____ (date) in the amount of \$ _____ and that the debit amount was unauthorized or improper.

An unauthorized debit (with the exception of TEL entries) means an electronic fund transfer from a consumer's account initiated by a person who was not authorized by the consumer, via a writing that was either signed or similarly authenticated to initiate the transfer. With respect to TEL entries, an authorized debit means an electronic fund transfer from a consumer's account initiated by a person who was not authorized by the consumer, via an oral authorization, to initiate the transfer. An electronic fund transfer in an amount different than that authorized by the consumer or that results in a debit to the consumer's account earlier than that authorized by the consumer also is an unauthorized debit. An unauthorized debit does not include an electronic fund transfer initiated with fraudulent intent by the consumer or any person acting in concert with the consumer. An improper debit means a Re-presented Check entry (RCK), Point-of-purchase entry (POP), or Accounts Receivable Entry (ARC) that meets the criteria.

For unauthorized entries, I further state that: (check one)

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I further state that the debit transaction was not originated with fraudulent intent by me or any person acting in concert with me, and that the signature below is my own proper signature.

I certify that the foregoing is true and correct.

Signature of Member

Date