



DISPUTE SUBMISSION FORM

Your Name:

Your Member Number:

Your Postal Mailing Address:

Your E-mail Address:

Your Daytime Phone Number:

Your Evening Phone Number:

How may we contact you to discuss your claim?

- Daytime phone
- Evening phone
- Letter
- E-mail

Please tell us the Credit Union service about which you are submitting a dispute.

- Share savings account
- Checking account
- Money market account
- Term certificate
- IRA
- Health Savings Account
- Personal Line of Credit
- Credit Card
- Personal Loan
- Loan Secured by Personal Property (auto, boat, RV)
- Home Equity Line of Credit
- Mortgage Loan

Please describe, as clearly as you can, the event or series of events that gives rise to your claim.

Do you believe the Credit Union violated a law or regulation in connection with your claim? If so, please state the law or regulation you believe was violated and explain why you believe we violated that law or regulation.



Do you believe the Credit Union made a mistake in handling the account or loan that is the subject of your claim? If yes, please describe the error(s) you believe occurred.

Do you believe the Credit Union failed to comply with our agreement with you governing the product or service to which your claim relates? If yes, please describe the action(s) or failure (s) to act that constituted a breach of our agreement with you.

Did you suffer any monetary loss as a result of the event or series of events that gives rise to your claim? If so, please state the amount and how you believe the loss was connected to the Credit Union's error or failure to handle your account or loan in a manner consistent with laws, regulations or our agreement with you.

What are you asking that we do to resolve your claim?

Your Signature

Date

Thank you for giving us the opportunity to address your concerns. A member of the Credit Union's staff will contact you within five days.

You may print this form and mail it to San Francisco Federal Credit Union, 770 Golden Gate Avenue, San Francisco, CA 94102, or submit it via secure online banking at www.SanFranciscoFCU.com.