



## CHECK FORGERY FRAUD CLAIM PACKET

Dear Member,

Fraud is an unfortunate event to which we are all susceptible. United Community Credit Union is here to assist you in the process of recovering your funds. In order to do so we ask for your full cooperation throughout the recovery process.

Our promise is that each instance of fraud will be individually researched and investigated by our internal Fraud Department. We rely on local law enforcement to assist in our investigations as needed. Our goal is to recover your funds and, whenever possible, prosecute the wrongdoer(s) to the full extent of the law. If we are unable to reimburse you for any reason you will be duly notified once that determination has been made.

Once we have received your completed Fraud Claim Packet you will be contacted by our Fraud Officer within three business days. A Police Report must be filed and a case number must be attached to the Fraud Packet.

### **Please be sure to complete the following so that we may promptly begin our investigation:**

- Statement of Fact
- Fraud Transaction List
- Fraud Questionnaire
- Fraudulent Account Activity – Affidavit
- Police Report

Thank you,

Tricia Ramos  
Fraud Analyst  
13700 E Sam Houston Pkwy N  
Houston, TX 77044  
713.674.5778 Ext 4023

**NORMANDY**  
771 Normandy  
Houston, Texas 77015

**GALENA PARK**  
1700 16<sup>th</sup> Street  
Galena Park, Texas 77547

**SUMMERWOOD**  
13700 E. Sam Houston Pkwy N.  
Houston, TX 77044

**CROSBY**  
14028 FM 2100  
Crosby, Texas 77532





**FRAUD QUESTIONNAIRE**  
FIID: 001757

Member Name: \_\_\_\_\_

Account Number: \_\_\_\_\_

*Please answer all of the following questions to the best of your ability.*

**CHECK FORGERY:**

- 1) Have you written checks to this individual/business before? \_\_\_\_\_
  - a. If so, when and for what purpose? \_\_\_\_\_
- 2) Who is authorized to use your account? \_\_\_\_\_
- 3) Who have you authorized to sign checks on your account? \_\_\_\_\_
- 4) Where do you store your checks? \_\_\_\_\_
- 5) Who has access to your checks? \_\_\_\_\_
- 6) Who has access to your account information? \_\_\_\_\_
- 7) Who has committed fraud against your account? \_\_\_\_\_
- 8) Have you had previous encounters with the person committing fraud against your account?  
\_\_\_\_\_
- 9) Do you know the person that has committed fraud against your account? \_\_\_\_\_
- 10) What is the number of the last check you wrote? \_\_\_\_\_
  - a. What was the amount? \_\_\_\_\_
  - b. Who was the check made payable to? \_\_\_\_\_
- 11) What other items might be missing? \_\_\_\_\_
- 12) Have you filed a Police Report? \_\_\_\_\_
- 13) Are you willing to prosecute if photos are available? Yes \_\_\_\_\_ No \_\_\_\_\_
- 14) Would you be willing to file charges and testify in court even if you know the individual(s) responsible? Yes \_\_\_\_\_ No \_\_\_\_\_

**By signing you acknowledge that you are aware that United Community Credit Union will prosecute the wrongdoer(s) and that your assistance may be required.**

\_\_\_\_\_  
Signature of Member

\_\_\_\_\_  
Date

**FRAUDULENT ACCOUNT ACTIVITY – AFFIDAVIT**

Before me, the undersigned authority, on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_, personally appeared \_\_\_\_\_ [member], who, being by me duly sworn, deposes and claims the facts herein stated are true and correct.

**Account on which said transactions occurred:** \_\_\_\_\_

\_\_\_\_\_ *Signature of Affiant*

\_\_\_\_\_ *Printed Name of Affiant*

\_\_\_\_\_ *Address of Affiant*

\_\_\_\_\_ *City, State Zip Code*

Sworn to and subscribed before me on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_.

\_\_\_\_\_ *Signature of Notary*

\_\_\_\_\_ *Printed Name of Notary*

State of Texas  
County of \_\_\_\_\_

\_\_\_\_\_ Notary Seal

NOTARY PUBLIC  
My commission expires: \_\_\_\_\_, 20\_\_\_\_\_.

**INTERNAL USE ONLY**

Claim taken by: \_\_\_\_\_

Teller Number: \_\_\_\_\_

Date: \_\_\_\_\_

1. \_\_\_ Verify that the entire Check Forgery Fraud Claim Packet has been completed.
  - a. \_\_\_ Statement of Fact
  - b. \_\_\_ Fraud Transaction List
  - c. \_\_\_ Fraud Questionnaire
  - d. \_\_\_ Fraudulent Account Activity - Affidavit
2. \_\_\_ Verify that the Affidavit has been notarized.
3. \_\_\_ Verify that every page has been signed by the member.
4. \_\_\_ Print account Transaction History showing all fraudulent activity.
5. \_\_\_ Give Cover of Check Forgery Fraud Claim Packet to member.
6. \_\_\_ Send the remaining Check Forgery Fraud Claim Packet to the Fraud Department.
7. \_\_\_ Take any other necessary action to avoid additional losses.
  - a. Add any additional comments below:

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