

If your prepaid card has been lost or stolen, please complete the attached Affidavit of Fraud form. The affidavit of fraud form must be notarized by a current and licensed notary public to be valid. Return the completed notarized affidavit of fraud form via the US Postal Service to the address listed below:

Cardholder Services
700 State Highway 121 Bypass
Suite 200
Lewisville, TX 75067

1. Faxed or copies of the completed affidavit of fraud form will not be accepted.
2. The affidavit of fraud form must be notarized by a current and licensed notary public.
3. Disputes are generally processed within 5-7 business days from the date that the Affidavit of Fraud is received.
4. It may take up to 30 days after the affidavit of fraud is processed for credits to be applied to your card. If a replacement card is issued, the replacement card will be sent to the address listed on the notarized Affidavit of Fraud form.

Cardholder Services
700 State Highway 121 Bypass
Suite 200
Lewisville, TX 75067

Affidavit of Fraud

I, _____, residing at _____

Being duly sworn, say that my prepaid card was: (check one)

- _____ **LOST**
- _____ **STOLEN**
- _____ **NOT RECEIVED**
- _____ **CARD IN POSSESSION**
- _____ **OTHER** (Please explain)

Tracking Number: _____
Last 4 digits of the Card Number: _____

I/we have included a listing of all fraudulent transactions and/or a statement copy, with the disputed transactions circled. In addition, any transactions billed on or after _____ are unauthorized. Neither I, nor anyone authorized to use my account made these transactions or received benefit from them.

I/we further agree that any information relating to the unauthorized use of the account may be provided to an investigative or prosecutorial agency. In addition, I/we will cooperate with parties involved in any investigation.

I/we declare under penalty of perjury that the foregoing is true and correct.

Primary cardholder printed name: _____

Primary cardholder signature: _____

Date: _____
The State of _____
County of _____

Before me, a Notary Public, on this day personally appeared _____ known to me (or proved to me on the oath of _____), to be the person whose name is subscribed as a witness to the foregoing instrument of writing, and after being duly sworn by me stated on oath that he saw, the grantor or person who executed the foregoing instrument, subscribe the same (or that the grantor or person who executed such instrument of writing acknowledged in his presence that he had executed the same for the purpose and consideration therein expressed), and that he had signed the same as a witness at the request of the grantor (or person who executed the same).

Given under my hand and seal of office this _____ day of _____, A.D. 20____

Notary Public, State of _____

(PERSONALIZED SEAL)

(Print name of Notary Public here)

My commission expires the _____ day of _____ 20____