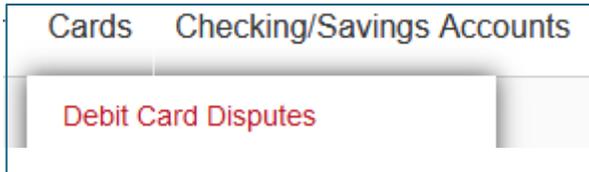


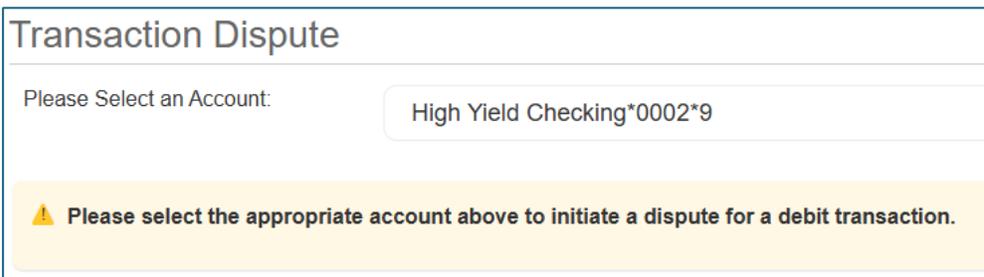
Debit Card Transaction Disputes - Home Banking Guide

1. Log in to home banking.

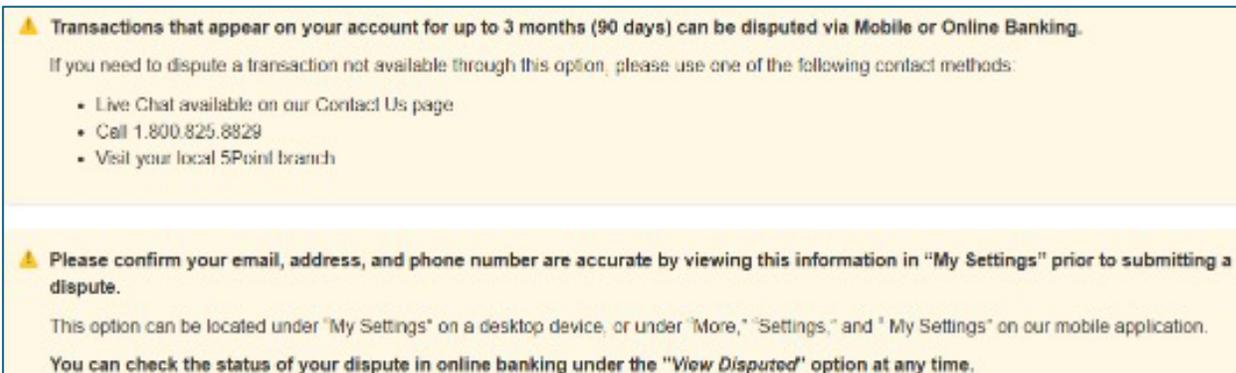
2. Select the "Cards" tab and select "Debit Card Disputes."



3. Select the proper account.



4. The following alerts will display.



5. Select "Raise A New Dispute."



6. Select one or more transactions to dispute. The transactions must be the same type of transaction.

7. Answer all questions accurately.

8. Click on the terms and conditions link, check the box, and submit.

I agree to the [terms and conditions](#) specified here.

Cancel Back Submit

9. A confirmation screen will appear.

Transaction Dispute

✓ We have received your dispute request.

Close