



USAA Federal Savings Bank
10750 McDermott Freeway
San Antonio, Texas 78288-0544

DEPOSITS CONSUMER DISPUTE REQUEST FORM

If you believe USAA Federal Savings Bank has provided inaccurate information about your checking or savings account to the specialty consumer reporting agency, Early Warning Services, and you'd like to dispute such information, follow the instructions on this form. We'll investigate and provide a response within 30 calendar days of receipt of the dispute. Upon determination that the information reported is inaccurate, USAA Bank will also notify the specialty consumer reporting agency of the correction within that timeframe. We don't control the timing of the update to your specialty consumer report, and it may take up to 60 calendar days for Early Warning Services to make changes. When available, our response will be sent based on your chosen member communication preferences such as Mail or USAA Documents Online.

Keep in mind our policy doesn't allow us to change a specialty consumer report entry unless it's inaccurate or incomplete. Accurate records can't be adjusted.

Instructions: Use one form for each disputed account.

Fields marked with an asterisk are recommended to help with the investigation but aren't required to initiate your dispute. All other fields are required in order to process the dispute. If your dispute is fraud related, also review and provide any available supporting documentation referenced in section 3.

To submit a dispute online, use the USAA Mobile App or usaa.com. To find answers to frequently asked questions, visit usaa.com/crdisputesfaq.

Section 1. Contact Information

Name: _____ USAA number or SSN: _____

*Date of Birth: _____ Best Contact Phone Number: _____

Address: _____ City: _____ State: _____

Zip Code: _____

Section 2. Dispute Information

USAA Bank Account in Dispute – Check account type and provide account number.

Specialty Consumer Reporting Agency: Early Warning Services

Account Type: ☐ Checking ☐ Savings

*Account Number: _____

Basis of Dispute - Check applicable dispute reason and explain why you're disputing the information. If more space is needed, complete your explanation on a separate document and include it with this Deposit Consumer Report Dispute Form. To support your dispute, you may provide documentation. Such documentation may include but isn't limited to a copy of the relevant portion of your specialty consumer report.

Important Notice: Don't send original documents. The materials you provide to us won't be returned.



Online: usaa.com



Phone: 210-531-USAA (8722) 800-531-8722 (TTY:711/TRS)



Mobile: #8722
94697-0625

☐ Inquiry Only (Inquiry made by us resulting from a request to open a checking or savings account):

Date of Inquiry: ____/____/____

If this isn't related to an inquiry, select one dispute reason from the following list. If more space is needed, complete your explanation on a separate document and include it with this Deposit Consumer Report Dispute Form.

This Isn't My Account

☐ I don't recognize this account

☐ It belongs to someone with a same or similar name

☐ I'm not responsible for this account

☐ I don't recognize this collection or delinquent account

Balance Was Paid or Settled in Full

☐ The balance is incorrect

☐ Settlement was accepted on this account

☐ This account is closed

☐ Balance was paid prior to collection or charge off

*Related to Fraud, Identity Theft or Account Take Over

Note: This form isn't for the purpose of disputing specific credit or debit card transactions. If you have a credit or debit card transaction dispute, call us at 210-531-USAA (8722), 800-531-8722, (TTY:711/TRS) or #8722 on a mobile device.

☐ Account was opened fraudulently

☐ Account takeover resulting in fraudulent charges

Other

☐ Account is a part of bankruptcy

☐ Account is reaffirmed or not part of a bankruptcy

This information is inaccurate because:

*Section 3. Additional Information for Fraud and/or Identity Theft

To better assist with our investigation, provide any of the following recommended documentation that may support your dispute.

☐ Police Report including suspect and relationship to suspect (if identified):

Suspect: _____ Relationship to Suspect: _____

☐ Completed Identity Theft Report (available at identitytheft.gov)

*Section 4. Sign and Return to USAA Bank

Signature: _____ Date: ____/____/____

Retain a copy for your records.



Online: usaa.com



Phone: 210-531-USAA (8722) 800-531-8722 (TTY:711/TRS)



Mobile: #8722
94697-0625

Return the documents to us using one of the following methods:

USAA Mobile App

Simply log on, then:

1. Tap the icon with your initials or photo.
2. For iPhone, select "Send Documents to USAA" and tap "Upload Documents." For Android, go to Inbox, select "Send Documents to USAA" and tap "Upload Documents."
3. Follow the instructions to provide the requested information.

usaa.com

Simply log on, then:

1. Click on the circle with your initials or photo.
2. Select "Documents."
3. Select "Send Documents to USAA" and follow the instructions to provide the documents.

Mail

USAA Federal Savings Bank / Consumer Report Dispute
Attn: Form Code # DEPCNSFRD
9800 Fredericksburg Road
San Antonio, TX 78288

"USAA Bank" means USAA Federal Savings Bank.

Use of the term "member" or "membership" refers to membership in USAA Membership Services and does not convey any legal or ownership rights in USAA. Restrictions apply and are subject to change.



Online: usaa.com



Phone: 210-531-USAA (8722) 800-531-8722 (TTY: 711/TRS)



Mobile: #8722
94697-0625