HOW TO DISPUTE A FRAUDULENT CHARGE ON YOUR HRA AND/OR VACATION DEBIT CARD

NOTE: It is <u>YOUR</u> responsibility to monitor the transactions on your account – you have 60 days to dispute a charge.

- 1. After logging into the portal (via either Participant Edge or Zenith Flex), access the transaction you want to dispute. You can do this by clicking on the transaction in the My Recent Transactions section of the Home page or by clicking the Menu icon in the upper-left corner and then clicking My Transactions.
- 2. If the transaction is within 60 calendar days of the original transaction date, you will see a DISPUTE CHARGE button in the right corner of the transaction. Transactions older than 60 calendar days will not display the DISPUTE CHARGE button as they are ineligible to dispute.

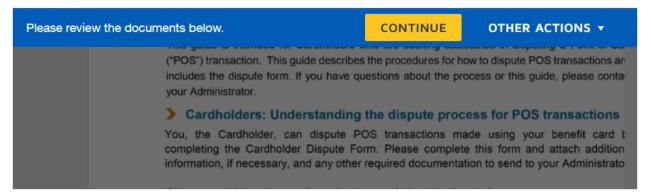
(\$28.00)	Flexible Spending Account Card Approved	Aug 30, 2023	
Date Of Service Description Claimant	Aug 30, 2023 CARD - POST Michael Bradley	RECEIPTS No receipts to display.	PRINT DISPUTE CHARGE
Account Plan Start Date	Flexible Spending Account Jan 1, 2023		
Plan End Date	Dec 31, 2023		

3. After clicking on the DISPUTE CHARGE button, the DocuSign Card Dispute Form will open in a new browser tab. Click CONTINUE.

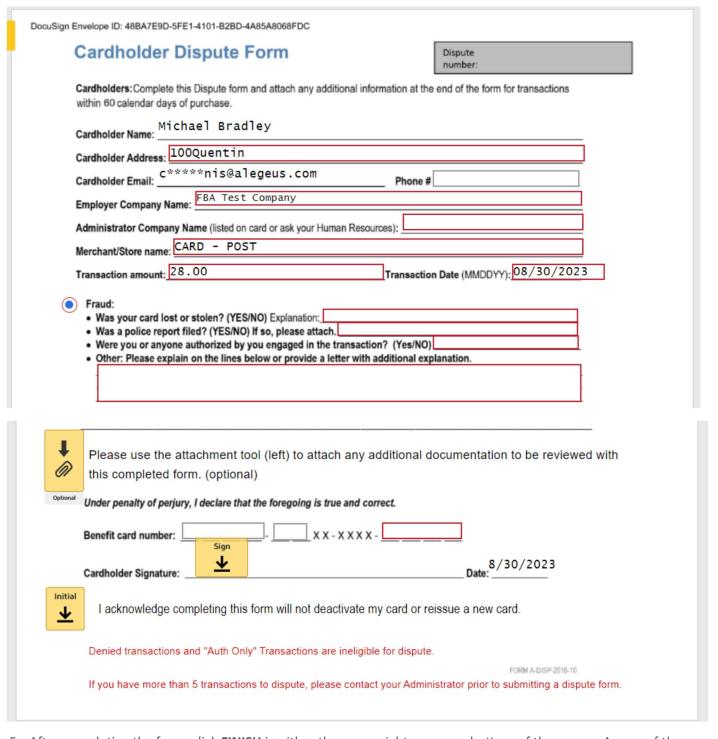
Please Review & Act on These Documents

DocuSign

This guide is intended for Cardholders who are seeking assistance in disputing a Point-of-Sale ("POS") transaction. This guide describes the procedures for how to dispute POS transactions and includes the dispute form. If you have questions about the View More



4. After reading the first page of the form you will see your information auto-populated on the second page. Fill out the required blank fields, attach any supporting documentation (ex: police report), and sign the form.



- 5. After completing the form, click **FINISH** in either the upper right corner or bottom of the screen. A copy of the completed form will be emailed to you.
- 6. If all information is provided and the dispute is approved, you will receive a credit within 10 business days. If any additional information is needed to support your dispute, you will be contacted.