

RESPONDING TO CREDIT & DEBIT CARD FRAUD

Report errors as soon as you notice them!

While many companies choose not to hold victims responsible for unauthorized purchases, federal laws limit the amount that a cardholder is liable for. Credit card liability ends at \$50 if the fraud is reported within 60 days of receiving the bill that includes the fraudulent charges. In the case of debit/ATM card fraud, consumer liability depends on when the consumer notifies the company. The sooner you report the fraud, the less likely you are to have to pay for the charges.

if you report atm/debit card fraud:

<i>within 2 business days</i>	you may have to pay up to \$50
<i>between 2-60 business days</i>	you may have to pay up to \$500
<i>after 60 business days</i>	you may have to pay for all the charges

When a fraudulent charge is found, quickly follow these steps:

Debit/ATM Card Fraud

- **Contact the card issuer.** Report the fraudulent transaction(s) as soon as it becomes evident. When dealing with local banks, consumers may find it easier to report the fraud face to face.
- **Write a follow up letter.** If the fraud was not reported in writing, follow up by sending a letter, certified mail return receipt requested. Also, keep a copy of the letter for your records.
- **Keep good records.** Be sure to maintain detailed, accurate files on any correspondence pertaining to the transaction(s).

Credit Card Fraud

- **Write to your card issuer.** Consumers should write to the issuer within 60 days of receiving the bill containing fraudulent charges. Identify the amount and date of the billing error. Remember to send it certified mail, return receipt requested and to keep a copy.
- **Send the letter to the correct address.** When sending this type of correspondence, be sure to direct it to the correct department. Whether it is billing inquires or the fraud department, do some double checking with the card issuer so there are no delays.
- **Additional information.** If the consumer has an identity theft report, include it with the letter to the card issuer.

For more information on fraud alerts, security freezes, and monitoring tips visit www.consumer.sc.gov and click Report Identity Theft or call (844) 835-5322.



South Carolina Department of Consumer Affairs
2221 Devine St. STE 200 • PO Box 5757 • Columbia, SC 29250
(800) 922-1594 • www.consumer.sc.gov

