



NEWS FROM SCDCA

SOUTH CAROLINA DEPARTMENT OF CONSUMER AFFAIRS
Carri Grube Lybarker, Administrator



July 26, 2013

SCDCA Media Contact: Juliana Harris, 803.734.4296

Email: JHarris@scconsumer.gov

Release #13-024

1.800.922.1594 (toll free in SC)

FOR IMMEDIATE RELEASE

Responding to Credit and Debit Card Fraud

Columbia, SC...With data hackers constantly making the headlines, the South Carolina Department of Consumer Affairs (SCDCA) wants consumers to be aware of their rights and responsibilities when it comes to compromised debit and credit card numbers.

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. If reported within:

- 2 business days, maximum liability would be \$50;
- between 2-60 days the amount jumps to \$500;
- after 60 days, the cardholder could be liable for the entire amount that was stolen.

WHEN A FRAUDULENT CHARGE IS FOUND, IT IS IMPORTANT TO ACT FAST:

Debit/ATM Card Fraud:

1. **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.
2. **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.
3. **Keep good records.** Be sure to maintain detailed, accurate files on any correspondence pertaining to the transaction(s).

Credit Card Fraud:

1. **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

-more-

billing error. Remember to send it certified mail, return receipt requested and to keep a copy.

2. ***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.
3. ***Additional information.*** If the consumer has an identity theft report, include it with the letter to the card issuer.

In cases where the consumer's identity has been stolen, extra steps may be necessary. For more information on fraud alerts, security freezes, and monitoring tips visit www.consumer.sc.gov and click "Identity Theft Resources" or call 1-800-922-1594

-end-

07/26/13-ajh

SCDCA aims to protect consumers from inequities in the marketplace through advocacy, complaint mediation, enforcement and education. To file a complaint or get information on consumer issues, visit www.consumer.sc.gov or call toll-free, 1.800.922.1594.

Connect with us:

