

Change Order Claim Form

Form & Documentation Submission Options

Certified Mail

Scan & email: crs.e.fax.4111@jpmchase.com

Fax: 1-855-347-4990 or 1-317-757-4111

JPMorgan Chase Bank, N.A.
 Attn: Customer Resolution Services, IN14049
 7610 W. Washington St.
 Indianapolis, IN 46231

Change Order Claims Process:

- All change orders must be validated within 24 hours of receipt.
- Claim Form and proper documentation must be submitted/postmarked within 48 hours of receipt of the change order.
- Claims submitted after 48 hours will be denied.
- Submit originals or clear and legible images including required documents referenced in the Original Documentation section.
- If your order has an overage, do NOT send the currency. Retain the currency and your account will be adjusted accordingly.
- Retain a copy of all documentation for your records. No mailed items will be returned once the claim is processed.

Important: Submission of this form confirms approval to make the appropriate adjustment to our associated account.

Please Research the Discrepancy Outlined Below:

Client Name:		Discrepancy Summary	
Store/Branch#:		Order Delivery Date:	
Street Address:		Total Ordered:	
City:		Total Received:	
State:		<input type="checkbox"/> Shortage Amount:	
Zip:		<input type="checkbox"/> Overage Amount:	

Discrepancy Description:

Currency	Denomination	Total Amount Ordered	Total Amount Received	Discrepancy Amount (+/-)
	100			
	50			
	20			
	10			
	5			
	2			
	1			
Coin	Denomination	Total Amount Ordered	Total Amount Received	Discrepancy Amount (+/-)
	1.00 coin			
	0.50			
	0.25			
	0.10			
	0.05			
	0.01			

Original Documentation/Images Attached:

Strapped Cash		Rolled Coin	
<input type="checkbox"/>	Currency Strap (Required if bills missing from strap)	<input type="checkbox"/>	Wrapper (Required for Roll Shortage Only)
<input type="checkbox"/>	Packing Slip (Recommended)	<input type="checkbox"/>	Packing Slip (Recommended)
<input type="checkbox"/>	Plastic Bag (Recommended)	<input type="checkbox"/>	Plastic Bag (Recommended)

- Should you require further information or clarification of the details above, please contact:

Client Service Contact Name: _____

Client Service Contact Email: _____

Reference #: _____