

[Privacy](#)[Security](#)[Sign Off](#)

Last Sign On: Saturday, August 30, 2025 at 8:32 a.m.

[Customer Profile](#)[My Accounts](#)[Transfer Funds](#)[Pay Bills](#)[Alerts](#)[Customer Service](#)[My Offers](#)[Summary](#)[Customer Profile](#)[Online Documents](#)[Message Center](#)[Mobile](#)[PNC Rewards Center](#)[Contact Us](#)

## Dispute a Transaction

### Dispute Submission Confirmed

Your dispute has been successfully submitted. Please print this page and save it for future reference.

[Print Page](#)

### Submitted Dispute Information

#### Dispute Information

**Dispute status:** Provisional Credit

We have issued provisional (temporary) credit to your account pending further investigation of your claim. You will have immediate and full use of these funds while we conduct our investigation of your claim. PNC Bank has up to 90 calendar days to investigate and resolve your dispute. In some cases, an Affirmation of Fraud and Forgery may be mailed to the address on the account. **It is extremely important that the cardholder completes, signs, and returns this document to us.** Upon completion of our investigation, you will receive written notice indicating the outcome.

The Reference number is **225242038214**

#### Select Account

**Account associated with your dispute:** Checking - XXXXXX5028

**Account Address:**  
ADAM MOHAMMED  
21 E HILLCREST AVE  
CHALFONT  
PA 189142716

#### Select Transaction

**Type:** Debit Card Dispute

**Date:** 08/19/2025

**Description:** AGILIABILITYINSURANCE VIS 0818 XXXXX1990 FL - XXXXX0231

**Amount:** \$129.00

#### ATM/Debit card associated with your dispute

**Card number:** XXXXXXXXXXXXX3710  
**Card holder name:** ADAM MOHAMMED

#### File Dispute

**Inquiry Type:** Potential error on transaction. Dispute filed.

**Did you use or provide this debit card information to the merchant for this transaction?:** No

**Have you ever purchased anything from this merchant?:** No

**Where was this physical card when this transaction(s) happened?:** It was in my possession

**Where was the device when this transaction(s) happened?:** Device was in my possession

**Do you store your debit card information on your mobile device or other device (for example, is your debit card linked to a mobile wallet or other mobile app)?:** Yes

**Did you give anyone authorization to use this Debit Card, Debit Card Number, PIN, ATM Card Free Access Code, your Online Banking Credentials, or a Device where this debit card information is stored?:** No

**Have you been in contact with anyone other than an authorized user that has requested your Debit Card, Debit Card Number, PIN, ATM Card Free Access Code, your Online Banking Credentials or the Device where this information is stored?:** No

**Are you aware of who may have conducted this transaction(s)?:** No

**When did you last swipe, tap or insert this debit card in person?:** 08/29/2025

**Transaction Amount:** \$ 13.61

**Name of Merchant/ATM:** OWOWCOW CHALFONT

**Was this debit card left in an ATM or at a Merchant?:** No

**Is there an email address you use in your relationship with this merchant/service?:** No

**Did you file a police report? (report is not required to proceed with dispute):** No

**What phone number should we use to reach you?:** 2152876295

**Would you like to order a new card?:** Yes

**Do you want to dispute another transaction?:** No

**Is there anything else we should know that will help us investigate this transaction?:** This is not my insurance provider, I have Allstate, and their recurring payments are labeled as such. I found other users have reported this exact transaction as fraud when searching the vendor on google.

---

[Online Banking & Bill Pay Guarantee](#) | [Service Agreement](#) | [Privacy Policy](#) | [Online Security](#)

© Copyright 2025. The PNC Financial Services Group, Inc. All Rights Reserved.

[Need Help?](#) [View our Contact Numbers and Hours of Operation](#)

