

eForms and Forms

CPM looks for ways to offer our members service and value every day. Below are eForms for the requests we receive most often from you! We understand how busy members are and how challenging it may be for some members to make into a branch to complete certain necessary forms during normal business hours. Just another way we are making it easier to bank anytime, anywhere!

Election form for Overdraft Privilege/Courtesy Pay

CPM has many options available to ensure eligible items are paid from checking accounts. Although Overdraft Privilege/Courtesy Pay is not available on all of our checking accounts, members have a variety of ways to protect their accounts that are qualified for overdraft protection.

[Learn more about our checking account options and the benefits of our Overdraft Protection programs.](#)

[Read the Election form disclosures and to fill out the Election form.](#)

Direct Deposit Authorization Form

No need to wait in line. Start your direct deposit today.

[Access the Direct Deposit Authorization form.](#)

Loan Payoff Request

Consumer Loan Payoff Request by Member

Verbal consumer loan payoff requests are available at no charge by visiting the branch or calling the Contact Center. There is a minimal fee for payoffs that need to be printed on letterhead. Printed payoffs can be requested at the branch, by calling the Contact Center or by filling out the eForm below.

[Request a printed consumer loan payoff.](#)

**Note-Payoffs are only provided for a maximum of 30 days from the date of request.*

Consumer Loan Payoff Request for Other Financial Institution or Dealer

If you are a Dealer or other Financial Institution requesting a payoff for our member, the following items must be faxed to 843.740.6488 or email centralizedlending@cpmfed.com, or mailed to

CPM Federal Credit Union
Attn: Payoff Request
1066 E. Montague Ave,
North Charleston, SC 29405
Request Information

Borrower Authorization (Signed by Member) Mortgage/Real Estate Payoff Request

A verbal request to simply payoff the loan can be provided to the member over the phone or in a branch at any time. If you are refinancing the balance owed on a Mortgage or Home Equity Line of Credit, an official request and Signed Borrower Authorization must be provided in writing to CPM Federal Credit Union.

Disputes

Credit Card Disputes

Credit card disputes can be completed 24/7 365 days online at cpmfed.mycardinfo.com

Debit Card Disputes

Debit card disputes can be completed by calling 800.255.1513 Option 3. **ACH Disputes**
ACH disputes can be completed by filling out an electronic form that is submitted to the Electronic Services Department for processing.

[File a dispute for an ACH transaction.](#)

**Note-ACH transactions will be listed in your account history online as "Withdrawal-ACH-Company Name".*

Marketing Opt in/Opt out form

Our Marketing Department strives to keep our members aware of our newest products and services, rate changes and/or recent alerts via occasional emails. If you would like to change your preferences regarding these informative emails, please use the form below.

Opt in/Opt out of Marketing alerts