

Debit / Credit Card Notice of Dispute / Fraud

Member Name: _____
Cardholder name

Card Number: _____ XXXXXX _____
First 6 digits Last 4 digits

Account Number: _____
List the account number associated with this card

Disputed Amount: _____
List the total of all disputed items, not including fees

Email Address: _____
Please list primary personal email address

Transaction posting date: _____
If multiple, list on second sheet

Daytime Number: _____
Best contact number

Merchant Name: _____
If multiple, list on second sheet

Please Note: If you are disputing more than one item please refer to page 2.

Statement of Fraud

I have not, nor has anyone authorized by me, participated in this transaction.

My card: has not been out of my possession was reported lost/stolen on (date) _____

I discovered the first fraudulent transaction(s) on: _____

I notified the Credit Union about the fraudulent transaction(s) on: _____

The first fraudulent transaction posted to my account on: _____

I filed a police report with the City of _____ Date _____ Report # _____

Note: If you have filed a police report, please provide a copy with your claim.

Statement of Error

I participated in this transaction; however...

The amount billed is incorrect. I have enclosed a copy of the (receipt, bill, statement, etc.) _____

I was billed more than once for a single transaction.

I have not received credit on my statement. A copy of my credit receipt is enclosed or attached.

Statement of Dispute

If you are disputing a transaction for one of the reasons listed below, you must first attempt to resolve your dispute directly with the merchant before we may intercede on your behalf. Please provide a detailed description of your attempt to resolve below.

I participated in this transaction; however...

The merchant continues to charge my account for periodic billings that I canceled on _____. Attached is my proof of cancellation; or, the details of my cancellation are described below.

I have not received the merchandise I ordered. The expected delivery date was _____
The details of my dispute are described below.

The charge was paid previously by another method. I am enclosing proof of payment.

The merchandise I received was: Not as Described or Defective Merchandise
Describe below what was purchased and provide details why the merchandise was not as described or defective.

I contacted the merchant in an attempt to resolve my dispute on (date) _____. The details of my attempt to resolve with the merchant are below. (Include any related information - name(s) of person(s) spoken with, times, method of contact, copies of emails, etc. Use separate sheet if necessary.)
