

Do not use this form for Fraudulent Transactions

Use only for Dispute of Goods and Services

NOTIFICATION OF DISPUTED TRANSACTION

Member Name: _____ **Debit Card Number:** _____

Transaction Date	Merchant Name	Transaction Amount	Disputed Amount
_____	_____	_____	_____
_____	_____	_____	_____

What was purchased? () Merchandise () Services

Describe the merchandise/service ordered:

Please complete the appropriate box below that matches your dispute type. Your signature below is required.

Return this form and supporting documents so that your dispute can be processed in a timely manner. Please answer all appropriate questions below. Attach a separate sheet or letter if additional space is needed for your explanation. If any of the items below does not accurately reflect your dispute, please write a separate letter and include all of the transaction information listed above.

CARDHOLDER SIGNATURE: _____ **DATE:** _____

I. For Merchandise/Services Not Received, please answer the following questions and complete the ATTEMPT TO RESOLVE section at the bottom:

Date of expected receipt of the merchandise/service: _____

Was the merchandise/services canceled due to Non-Receipt? _____ If so what was that date: ____/____/____
M D Y

If a cancellation number was given, what was that number? _____

For canceled Hotel Reservations, did the merchant provide a cancellation number () Yes () No

If YES please provide the cancellation number _____

If NO, did you ask for a cancellation number? _____ If you did **what was the merchant's response:**

II. For Canceled Services/Merchandise, please answer the following questions and complete the ATTEMPT TO RESOLVE section at the bottom:

Date Canceled: ____/____/____ How? () By Phone () By e-mail (please provide copy)
M D Y

Cancellation reason: _____

Did you receive any merchandise? _____. What date did you receive the merchandise? ____/____/____.
M D Y

If merchandise was returned, please provide date returned ____/____/____ and by what method (i.e.: UPS, FedEx, UPS): _____. Please included any proof of return to support the dispute.

III. For Defective Merchandise, each question MUST be answered to process dispute and the ATTEMPT to RESOLVE section at the bottom:

What was purchased? _____

What was wrong? () Not As Described () Defective Merchandise

Provide details why the merchandise was not as described or the difference between what was ordered and what was received:

Provide the following information below for returned merchandise. If not returned then provide explanation of why merchandise was not returned:

Date returned: / / Date Delivered: / / Return Mdse Auth #: _____
M D Y M D Y

Shipping Company Name: _____ Shipping/Tracking#: _____

Address Shipped to: _____ Who signed for package? _____

- **PLEASE PROVIDE ANY PROOF TO SUPPORT YOUR DISPUTE SUCH AS A THIRD PARTY OPINION SUPPORTING YOUR DISPUTE.**

IV. I am disputing the transaction(s) in questions because of the following reason. Check One:

() The charge(s) was paid by another method.

Required documentation: Include a copy of the cancelled check, cash/credit card receipt or other payment instrument.

() I returned merchandise on / / via () USPS () FedEx () UPS () other _____
M D Y

Please provide copy of shipping receipt.

() I have been billed multiple times for the same purchase. The original charge posted to my account on / / . I am providing a copy of my credit union statement showing the multiple purchases.
M D Y

() I cancelled this recurring charge with the merchant on / / .
M D Y

ATTEMPT TO RESOLVE: (this section MUST be completed for any of the selection above listed under I, II, III or IV)

IMPORTANT – You must attempt to resolve prior to filing a dispute per VISA Regulations. Please describe the cardholder's attempt to resolve this dispute with the merchant and the last date of contact with the merchant and what the merchant's response was.

Date of last contact with merchant: / / and **Contact Name** at merchant: _____

How did you contact the merchant? () by phone () by e-mail () by letter () in person

Please provide copies of e-mails and letters sent to the merchant and any responses received from the merchant.

Please describe the attempt to resolve with the merchant:

