

CARDHOLDER STATEMENT OF DISPUTED ITEM

Name _____ Account # _____
Address _____ City _____ St _____ ZIP _____
Email Address _____ Card # _____

REQUIRED (PLEASE ATTACH A DETAILED LETTER DESCRIBING YOUR DISPUTE)

Sale Date: _____ Amount: \$ _____ Merchant Name: _____

I contacted the merchant on (mm/dd/yy) _____ in an attempt to resolve this dispute. **Disregard if dispute is fraud based*

Merchant's response: _____

Description of your dispute with the Merchant: _____

PLEASE CHECK ONLY ONE BOX WHICH BEST EXPLAINS YOUR DISPUTE:

1. I certify I have never given the above merchant my MasterCard #. I certify that the above charge was not made by me or by a person authorized by me to use my card, nor were the goods or services represented by the above transaction received by myself or by a person authorized by me.

Required: Due to your card number being used by an individual not authorized to use your card, your card MUST be reported as a Lost or Stolen card. *Date Lost/Stolen Report Completed (mm/dd/yy) _____*****

2. Although I did engage in the above transaction, the service or reservation(s) was canceled on (mm/dd/yy) _____. The cancellation number provided to me was: _____.

3. I have not received the merchandise which was expected on (mm/dd/yy) _____. I asked the merchant to credit my account (circle one: YES / NO) Date of request (mm/dd/yy) _____. Description of non-received merchandise: _____

Merchant Response: _____

4. I have returned the merchandise on (mm/dd/yy) _____ for a credit of \$ _____ which has not shown on my statement.

(Required: Attach copy of credit receipt and if applicable, return receipt, postal receipt, and tracking #)

5. I engaged in a transaction with the above mentioned merchant. This same merchant either processed a duplicate charge to my account or increased the amount of the sale, which I neither participated in nor authorized. My debit card was in my possession at the time of this transaction.

The amount of the sales slip was increased from \$ _____ to \$ _____ .

Required: Attach your copy of the sales slip with the correct amount you were to be charged. Difference of \$10.00 or more.)

6. I have paid the merchant by other means.

(Required: Attach documents showing proof of payment.)

7. Not as described. **(**PLEASE ATTACH A DETAILED LETTER DESCRIBING YOUR DISPUTE**)**

SIGNATURE _____

DATE _____

Credit Union Use Only:

Received By: _____ New Card Ordered? _____ Provisional Credit: _____ Additional Notes: _____