

DEBIT CARD TRANSACTION DISPUTE FORM

DATE _____ of the Member's first contact with the Credit Union concerning the disputed item.

CARDHOLDER INFORMATION

Cardholder Name _____

Address _____

Home Phone (____) _____ - _____ Cell Phone(____) _____ - _____

Card Number _____ Member Number _____

DISPUTED TRANSACTION INFORMATION-Complete a separate form for each transaction

Check box(es) that apply and complete line information

ATM WITHDRAWAL REQUESTED \$ _____ Disputed \$ _____ Date Posted _____

POS TRANSACTION DISPUTED \$ _____ Disputed \$ _____ Date Posted _____

DOUBLE CHARGED \$ _____ Disputed \$ _____ Date Posted _____

CANCELLED RECURRING \$ _____ Disputed \$ _____ Date Posted _____

DATE MERCHANT CONTACTED _____

*Cardholder in good faith must contact the merchant concerning disputed transaction

**A separate cardholder letter may be required for POS disputed transactions and Cancelled Recurring transactions. This letter written by the cardholder must describe the nature of the dispute. The letter must include the cardholder number, cardholder signature, and amount/date of the disputed transaction. Other relevant information may include; whether cardholder has possession of the card, any attempt to resolve the dispute with the merchant, cancellation or return information, or anything else pertinent to the case.

DESCRIPTION OF PROBLEM: (To be completed by Cardholder) Please enter a description of the disputed error:

Continue on the reverse side and/or attach supporting documents.

UNAUTHORIZED TRANSACTION

Check box(es) that apply and complete the line information.

UNAUTHORIZED TRANSACTION \$ _____ DATE POSTED _____

Card was LOST STOLEN Date Lost or Stolen _____

Date the card was reported lost or stolen to the Credit Union _____

Was the incident reported to the police? Yes No Location _____ Date _____

Does anyone have access to your personal identification number (PIN) Yes No if yes, who?

Have you ever allowed anyone to use your debit card? Yes No if yes, who?

The undersigned Cardholder hereby certifies that the above information is true, correct and complete; that the cardholder did not receive any of the disputed funds or any direct or indirect benefit there from; and that the cardholder agrees to fully cooperate in any civil or criminal prosecution arising out of the disputed transaction(s) or error(s).

Member/cardholder signature X _____