



# Notification of Disputed Transaction

Cardholder Name: \_\_\_\_\_

Member Number: \_\_\_\_\_

Card Type: (Circle One)

VISA Debit Card

VISA Credit Card

ATM

Card Number:

\_\_\_\_ - \_\_\_\_ - \_\_\_\_ - \_\_\_\_

## 1. Transaction Information - Please use second page to note additional transactions, if more than one.

Transaction Date	Merchant Name	Dollar Amount
____/____/____	_____	\$ _____

## 2. Dispute Reason/Elaboration

I am disputing the transaction(s) in question because of the following reason(s):

The transaction(s) listed below are unauthorized.\* No one authorized to use this account signed for or participated in the transaction(s).

At the time of the transaction(s), please indicate status of card (Please check one):

- Card Lost Date card was Lost \_\_\_\_/\_\_\_\_/\_\_\_\_
- Card Stolen Date card was Stolen \_\_\_\_/\_\_\_\_/\_\_\_\_
- Card still in Accountholder's possession.
- New or Reissue Card Never Received If

cardholder still in possession of card is counterfeit card use suspected?  Yes  No

- The charge(s) was paid by another means. Enclosed is a copy of the cancelled check/cash/credit receipt or account statement.
- The amount signed for on the sales draft differs from the amount billed on the monthly statement. Attached is my copy of the sales receipt.
- The transaction was authorized and then canceled. A credit voucher was issued (copy enclosed), but the credit has not posted to my account. If no credit voucher was issued, please explain the merchant's response to the cancellation/return.
- I have been billed multiple times (2 or more) for the same purchase. The original charge posted to my account on \_\_\_\_/\_\_\_\_/\_\_\_\_.
- I placed an order with the merchant above. I have not received merchandise which I expected by \_\_\_\_/\_\_\_\_/\_\_\_\_. I have contacted the merchant for credit but no credit has posted to my account.
- I cancelled this reservation on \_\_\_\_/\_\_\_\_/\_\_\_\_. The cancellation number provided to me is as follows: \_\_\_\_\_.
- I cancelled this recurring charge with the merchant on \_\_\_\_/\_\_\_\_/\_\_\_\_. No charges after this date are authorized from this merchant.
- I received merchandise different from what I ordered. Attached is a detailed letter explaining what was expected from the merchant, what was received, and that an attempt to return the merchandise was made.

\_\_\_\_\_  
Cardholder Signature

\_\_\_\_\_  
Date

I understand that First City Credit Union investigates alleged fraudulent or unauthorized card usage. I understand the credit union may need to release any information regarding my card and/or card account to local, state and/or federal law enforcement agencies so the information can, if necessary, be used in the investigation and/or prosecution of any person(s) who may be responsible for fraud involving my card and/or card account.

# Multiple Dispute Listing

## 2. Transaction Information

	Transaction Date	Merchant Name	Dollar Amount
2.	___/___/___	_____	\$ _____
3.	___/___/___	_____	\$ _____
4.	___/___/___	_____	\$ _____
5.	___/___/___	_____	\$ _____
6.	___/___/___	_____	\$ _____
7.	___/___/___	_____	\$ _____
8.	___/___/___	_____	\$ _____
9.	___/___/___	_____	\$ _____
10.	___/___/___	_____	\$ _____
11.	___/___/___	_____	\$ _____
12.	___/___/___	_____	\$ _____
13.	___/___/___	_____	\$ _____
14.	___/___/___	_____	\$ _____
15.	___/___/___	_____	\$ _____
Total			\$ _____

\_\_\_\_\_  
Cardholder Signature

\_\_\_\_\_  
Date

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