

Transaction Dispute

Service or Merchandise received but I was dissatisfied

Account Information

Full name: _____

Card Number: _____ Card Type: Debit Credit

Member Number: _____

Contact Number: _____

Please note: You are required to attempt to contact the merchant before you fill out this form. Failure to do so will result in your dispute being delayed or canceled.

Date of most recent contact with merchant: _____

Contact Name: _____

How did you contact the merchant? Phone Email Letter In Person

Please describe how you attempted to resolve the issue and include the outcome:

To assist in the dispute process and to better your chances of getting your money back, please collect and send ALL documentation (Ex. screenshots of texts, pictures, receipts, confirmation and cancellation emails) that you may have to PaymentsandOperations@foothillcu.org. Please include 'Dispute Documents' along with your last name on the subject line.

Service or Merchandise received but I was dissatisfied

Transaction Information

Transaction Date: _____

Merchant Name: _____

Dollar Amount: _____

What was Purchased?

Merchandise

Services

Please describe in detail the Merchandise/Service that was purchased:

Was a credit voucher or refund acknowledgment provided? Yes No

If Yes, is the credit voucher, transaction receipt, or refund acknowledgment dated? Yes No

Date of Credit voucher, transaction receipt, or refund acknowledgment _____

Date merchant was contacted for credit _____

Please note: Proof merchant agreed to process credit is required. I.E. credit vouchers, email from merchant, etc. If not provided, this could impact on the results of your claim resolution.

Dispute Reason

I am dissatisfied with the SERVICE I received *Only complete Section A and page 6*

I am dissatisfied with the MERCHANDISE I received *Only complete section B and page 6*

Service or Merchandise received but I was dissatisfied

1. What date was the service canceled? _____

2. Were you advised of the cancellation policy? Yes No

3. Did you pay to have the work redone? Yes No

4. Do you have any additional information you would like to add?

B. Complete if you are dissatisfied with a Merchandise (ex, counterfeit, damaged or defective)

Original Order Confirmation information/cancellation information:

I received a confirmation number from the merchant Yes No

I received a cancellation number from the merchant Yes No

I received a confirmation and cancellation number from the merchant Yes No

I did not receive a confirmation number from the merchant

If you answered YES to any of the questions above, please enter the Confirmation/Cancellation number and the method it was received:

What date did you receive the merchandise? _____

