

Transaction Dispute

I am disputing the transaction for another reason

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.

I am disputing the transaction for another reason

Transaction Information

Transaction Date: _____

Merchant Name: _____

Dollar Amount: _____

What was Purchased? Merchandise Services

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

Dispute Reason

Did you authorize a transaction, but it settled 6 months later? Yes No I h

I have an issue that doesn't fall under any of the Dispute reasons

Please provide detailed description and relevant details as to what happened

I consent to a \$25 fee per transaction disputed. I understand this is a fee charged by MasterCard and cannot be waived

Cardholder Signature _____

Date: _____

Submitted by (FFCU Employee) _____