

Transaction Dispute

Service or Merchandise was received but I was charged incorrectly

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 was received but I was charged incorrectly

Transaction Information

Transaction Date: _____

Merchant Name: _____

Dollar Amount: _____

What was Purchased? Merchandise Services

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

Please choose the dispute reason and section that most accurately reflects your situation

1. I was charged more than once for the same transaction Fill out Section 1 only & page 4
2. I was charged on my account, but also paid by other means Fill out Section 2 only & page 4
3. I was charged an incorrect amount Fill out Section 3 only & page 4

Section 1. I was charged more than once for the same transaction

1. What was the date of the original transaction? _____
 2. What is the amount of the valid charge? _____
 3. Were you expecting a credit but were charged again? (*a credit voucher is required*) Yes No
 4. Did you receive a credit voucher showing credit was issued but no credit has posted? Yes No
- If YES, is the credit voucher, transaction receipt, or refund acknowledgment dated? Yes No

➤ If YES, please enter the date that is on your receipt and attach/send proof of promised credit from the merchant to PaymentsandOperations@foothillcu.org _____

Please put Dispute Documents on the subject line along with your last name (*Failure to do so will result in your claim being delayed or canceled*)

Service or Merchandise was received but I was charged incorrectly

Section 2. I was charged on my account, but also paid by other means

1. What was the other payment method? _____

2. Is proof of payment available?

Yes, I have a copy of the receipt or other form of payment

No, I do not have a copy of the receipt or other form of payment

Please Note: A copy of the receipt is required. If not provided, this could impact results of your claim resolution. **Check to acknowledge**

Section 3. I was charged an incorrect amount

1. What is the amount on the receipt? _____

2. What is the amount you were charged? _____

3. Do you have a copy of the receipt available?

Yes, I have a copy of the receipt or other form of payment

No, I do not have a copy of the receipt or other form of payment

Please Note: A copy of the receipt is required. If not provided, this could impact results of your claim resolution. **Check to acknowledge**

4. Are the incorrect charges related to fees? (Ex. Baggage fees, hotel fees, etc) Yes No

5. Are the incorrect charges related to a car rental? Yes No

