

Transaction Dispute

Service or Merchandise canceled or returned

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 first 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.

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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.

Please select a Dispute reason and complete its corresponding section

Select **only 1** box below and fill out **only** that section:

1. I canceled a transaction but was still charged
2. I canceled a SERVICE (ex. hotel, airline, car rental)
3. I returned or canceled an order for merchandise

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1. I canceled a transaction, but was still charged

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 was the date you canceled or withdrew permission to charge the recurring transaction with the merchant?

What was the contact method with the merchant? _____

Describe your complaint and merchant contact in detail:

Were you advised of the purchase terms and conditions or cancellation policy? Yes No

Were you expecting a credit but were charged again? (Credit voucher is required) Yes No

Did you receive a credit voucher showing credit was issued but no credit has posted? Yes No

Please enter any additional information:

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2. I canceled a Service (Ex: hotel, airline, car rental)

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 was the Service that was purchased and subsequently canceled?
(Please provide detailed description of what occurred)

Did you cancel before the date of receipt? Yes No

What was the date of expected receipt of Service? _____

What was the date of Service canceled? _____

What is the reason the service was canceled?

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3. I returned or canceled an order for Merchandise

Please provide relevant details as to why you canceled/returned the Merchandise:

Did you receive the merchandise? Yes No

If Yes, what date did you receive the merchandise? _____

Was the merchandise ordered canceled or returned? _____

Did you cancel before the ship date? Yes No

Was the merchandise returned to the merchant? Yes No

If the merchandise was NOT returned, what is the reason?

What was the date of expected receipt of merchandise? _____

What was the date the merchandise order was canceled? _____

Were you advised of the purchase terms and conditions/cancellation policy? Yes No

Were you expecting a credit but were charged again? (if so, a credit voucher is required) Yes No

Did you receive a credit voucher showing credit was issued but no credit has been posted? Yes No

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If the merchandise was returned what is the reason?

Please enter the date the merchandise was returned and how it was returned (Ex. USPS, UPS, taken back to the store, etc.)

If the merchandise was mailed, what is the Tracking/Invoice number, and what date was the returned merchandise received?

Were you advised of the purchase Terms and Conditions/Cancellation policy? Yes No

Were you expecting a credit but were charged again? (if so, a credit voucher is required) Yes No

If you **ATTEMPTED** to return the merchandise, but are still in possession of the item(s), please enter the details below:

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) _____