



Notification of Disputed Transaction

Account Information

Name:

Card Number:

Card Type: Debit Credit

Member Number:

Contact Number:

Transaction Information

| Transaction Date | Merchant Name | Dollar Amount |
|------------------|---------------|---------------|
|------------------|---------------|---------------|

1. _____

What was purchased? Merchandise Services

Describe the Merchandise/Services Purchased:

Dispute Reason

Please select ONE item below that best describes the details of your dispute. Please note that it may not be possible to assist you with your dispute unless all relevant information or documents are submitted with this form.

MULTIPLE PROCESSING

I have been billed multiple times (2 or more) for the same purchase. The original charge posted to my account on _____.

DIFFERENCE IN AMOUNT

The amount on my sales slip differs from the amount billed. Enclosed is my receipt showing the correct amount.

PAID BY OTHER MEANS

The charge(s) was paid by another method. The charge was paid by Cash Debit/Credit Card Check Other. Enclosed is a copy of the proof of payment (cancelled check, receipt or account statement).

CANCELLED TRANSACTION

I cancelled this recurring transaction with the merchant on _____. No charges after this date are authorized from this merchant. I was advised of the cancellation policy Yes No.

CREDIT NOT RECEIVED

I was given a credit slip or refund acknowledgement by the merchant on _____, but the credit has not yet posted to my account. Attached is a copy of the credit slip/refund acknowledgement. *If no credit slip/refund acknowledgement given, please provide merchant's response in Attempt To Resolve/Additional Details section.

CANCELLED RESERVATION

I cancelled this reservation with the hotel/lodging merchant on _____. The cancellation number provided to me is: _____. *If no cancellation number given, were you advised of the cancellation policy Yes No. Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

ATM DISCREPANCY

The incorrect amount was dispensed from an ATM. No funds received Portion of funds received - Total received: _____

MERCHANDISE/SERVICES NOT RECEIVED

I have not received the merchandise/services which were expected on _____. I have contacted the merchant on _____ but a credit has yet to post to my account. Was the merchant unwilling or unable to provide the merchandise/services Yes No. *Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

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MERCHANDISE RETURNED

I have returned the merchandise on _____ and requested a refund from the merchant. My Return Authorization Number (RAN) or cancellation number is: _____. The merchandise was returned via USPS FedEx UPS Other. My tracking# _____. *Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

NOT AS DESCRIBED

The merchandise/services are different from what was ordered or described. I have detailed what was expected, what was received, and indicated my attempt to return below. *Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

DEFECTIVE MERCHANDISE

The merchandise ordered and received was damaged or defective. I have contacted the merchant and still did not receive resolution. A detailed explanation including my attempt to return is detailed below. *Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

Attempt To Resolve/Additional Details

Did you attempt to resolve with the merchant? Yes No

Date of most recent contact with merchant: _____

Contact Name:

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

Please describe the attempt to resolve with the merchant:

Additional Details:

I consent to a \$25 fee per transaction disputed. I understand this is a fee charged by Mastercard and cannot be waived. Yes No

Cardholder Signature: _____

Date: _____

Submitted by (FFCU Employee) : _____