

## NOTIFICATION OF DISPUTED TRANSACTION

*If a transaction appears on your statement that you believe is an error, please complete and sign a copy of this form using blue or black ink. This form must be received at the credit union address stated at the bottom of this form within 60 days of the closing date as printed on your statement. You must contact the merchant to attempt to resolve the dispute prior to completing this form. .*

### Cardholder Information (required – Please Print)

Cardholder Name: \_\_\_\_\_

Cardholder Address: \_\_\_\_\_

Home Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_ Work Phone: (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

Account Number (16 digits): \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Transaction Amount: \$ \_\_\_\_\_ Transaction Date: \_\_\_\_\_

Disputed Amount: \$ \_\_\_\_\_ Merchant Name: \_\_\_\_\_

I contacted the merchant on \_\_\_\_/\_\_\_\_/\_\_\_\_ (date) in an attempt to resolve this dispute. I spoke with \_\_\_\_\_. The merchant's response was \_\_\_\_\_.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

### UNAUTHORIZED TRANSACTIONS:

- I certify that the charge listed above was not made by me or a person authorized by me to use my card. In addition, neither I, nor anyone authorized by me received the goods or services represented by this charge. **By indicating that you did not authorize a transaction, your Visa Check Card account will be blocked in order to proceed with your dispute. If you are aware of the person fraudulently using your card, please fill out a police report and press charges as appropriate.**

### SERVICE OR MERCHANDISE DISPUTE:

- I have not received purchased **services** from the merchant. The services that I was to receive are \_\_\_\_\_. Expected date of services was \_\_\_\_\_(mm-dd-yy). I contacted the merchant on \_\_\_\_\_ (mm-dd-yy) and the merchant's response was \_\_\_\_\_. (In order to assist you more effectively, you must contact the merchant and inform us of their response.) Please provide a copy of the service contract.
- I have not received the **merchandise** that was to have been shipped to me. Merchandise purchased was \_\_\_\_\_. Expected date of delivery was \_\_\_\_\_(mm-dd-yy). I contacted the merchant on \_\_\_\_\_ (mm-dd-yy) and the merchant's response was \_\_\_\_\_. (In order to assist you more effectively, you must contact the merchant and inform us of their response.)
- I have returned merchandise on \_\_\_\_\_(mm-dd-yy) because \_\_\_\_\_. The merchandise that I returned was \_\_\_\_\_. Merchandise purchased was \_\_\_\_\_. (Please provide a copy of the return receipt, or proof of return.)

### BILLING ERRORS:

- Although I did participate in a transaction with the merchant, I was billed for \_\_\_\_\_ transaction(s) totaling \$ \_\_\_\_\_ that I did not participate in, nor did anyone else authorized to use my card. I do have all my cards in my possession. Please provide a copy of your

sales slip for the valid charge. (To prevent further transactions by this merchant from occurring on your account, your Visa Check Card account will be blocked.)

- I was issued a credit slip for \$ \_\_\_\_\_ on \_\_\_\_\_ (mm-dd-yy); however, the credit has not posted to my share draft account. I contacted the merchant and their response was \_\_\_\_\_. A copy of my credit slip is enclosed.
- I have been billed an incorrect amount. My credit card receipt shows \$ \_\_\_\_\_. However, I was billed \$ \_\_\_\_\_. (Please provide a copy of your sales receipt.)
- I have been billed more than once for the same transaction. I authorized only one charge with the merchant for \$ \_\_\_\_\_. (Please provide a copy of your sales receipt.)
- The transaction was paid by other means. (Please provide a copy of your cash receipt, or the front and back of your cancelled check or a copy of your statement if another credit card was used.)

**CANCELLED AUTHORIZATIONS:**

- I notified the merchant on \_\_\_\_\_ (mm-dd-yy) to cancel the preauthorized order (reservation). My cancellation number is \_\_\_\_\_. I was/was not (circle one) informed of the cancellation policy when I made the preauthorized order (reservation). The reason I cancelled was: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_. (If you do not have a cancellation number, please provide a copy of your phone bill showing the date and time of the cancellation call). Please provide a copy of the original contract
- I cancelled the merchandise / service (circle one) which was charged to my account by the above reference merchant on \_\_\_\_\_ (mm-dd-yy). I spoke with \_\_\_\_\_ at the merchant's location. I cancelled the charge prior to the transaction date because \_\_\_\_\_. The merchandise / service cancelled was \_\_\_\_\_  
\_\_\_\_\_.

Please provide a copy of the original contract.

**ATM DISPUTE:**

- ATM Transaction. (a receipt must be attached for ATM Disputes)
  - I participated in the ATM transaction, but I did not receive any of the funds.
  - I participated in the ATM transaction, I requested \$\_\_\_\_\_, but only received \$\_\_\_\_\_.
  - I participated in the ATM transaction but it posted twice.

**MISCELLANEOUS:**

- Other. (Describe below. Please include what attempts have been made to contact the merchant and resolve.)  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_.

**Please remember to include the documentation to support your dispute.**

**Return this dispute form and other documents to:**

**NE PA COMMUNITY FEDERAL CREDIT UNION  
935 CLAY AVENUE  
STROUDSBURG PA 18360**