



Debit Card Dispute



Member Name		Account Number	
Card Number			
Merchant Name and Location	Amount of Transaction		

This request can only be accepted after members contact the merchant(s) and request a refund. This form must include supporting documentation containing the merchant's response, who the member spoke with, and the date(s) contact was made. *Member's Signature is required. Disputes will be refused if information is missing or incomplete.* Please use the back of this form if additional space is required to describe the dispute. Thank you.

I am disputing the transaction based on the following reason: (Please select *one* description below that most accurately describes the details of your dispute.)

Unauthorized Use of Card
 My card is/was: Lost on (date) _____ Stolen on (date) _____ Still in my possession
 If still in accountholder's possession, is counterfeit card use suspected? Yes No

The charge was paid by a different method. I am enclosing a copy of the cancelled check or cash / credit receipt or an account statement as evidence.

The amount signed for on the sales draft differs from the amount appearing on my statement. I am attaching my copy of the sales receipt as evidence.

The transaction was authorized, and then cancelled. A credit voucher was issued (*attach a copy*); however, the credit has not posted to my account. If no credit voucher was issued, please explain the merchant's response to the cancellation or return.

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

I placed an order with the above merchant; however, I have not received the merchandise.
 I expected it to arrive on (date): _____
 I have contacted the merchant and asked for a refund, yet I have not received a credit to my account at WCCU.

I cancelled a reservation on (date) _____.
 The following cancellation number was provided: _____

I cancelled a recurring charge with the merchant on (date) _____. No charges after this date are authorized with this merchant.

I received merchandise that is different from what I ordered. I am attaching a detailed letter or invoice explaining what I expected from the merchant, what was received, and details of my attempt to return the merchandise.

Member Signature	Phone Number	Date
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For Office Use Only

Received by	Date	Processes/Trackered by	Date	HAS CARD BEEN BLOCKED? <input type="checkbox"/> Yes Date Blocked _____ By Employee _____ <input type="checkbox"/> No