



For A Better Life

### DEBIT CARD DISPUTE

Member Name: \_\_\_\_\_ Debit Card Number: \_\_\_\_\_

**Transaction Information:**

*(If more than one charge is in dispute, please provide a list specifying the information below for each charge.)*

Merchant Name: \_\_\_\_\_ Location: \_\_\_\_\_

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

I am disputing the transaction(s) in question because of the following reason(s):

The transaction(s) was unauthorized. \*No one authorized to use this account signed for or participated in the transaction(s)

**\*If transaction is unauthorized, please indicate status of card (check one):**

**Card Lost**     **Stolen**    **DATE card was lost or stolen.** \_\_\_\_\_

**Card still in accountholder's possession**

**If card holder is still in possession of card, is counterfeit card use suspected:**  **Yes**     **No**

The charge(s) was paid by another means. Enclosed is a copy of the cancelled check or cash/credit receipt.

The amount signed for on the sales draft differs from the billed on the monthly statement. Attached is a copy of the receipt.

The transaction was authorized and then canceled. A credit voucher was issued (copy enclosed), but the credit has not posted to my account. If no credit voucher was issued, please explain the merchant's response to the cancellation / return.

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

I placed an order with the merchant above. I have not received merchandise which I expected by \_\_\_\_\_. I have contacted the merchant for credit, but no credit has posted to my account.

I cancelled this reservation on \_\_\_\_\_. The cancellation number provided to me is as follows: \_\_\_\_\_.

I cancelled this recurring charge with the merchant on \_\_\_\_\_. No charges after this date are authorized from this merchant.

I received merchandise different from what I ordered. Attached is a detailed letter explaining what was expected from the merchant, what was received, and that an attempt to return the merchandise was made.

\_\_\_\_\_  
Member Signature

\_\_\_\_\_  
Date

(\_\_\_\_\_)\_\_\_\_\_  
Telephone