

**Debit / Credit Card Notice of Dispute / Fraud**

**Member Name:** \_\_\_\_\_  
Cardholder name

**Card Number:** \_\_\_\_\_ XXXXXX \_\_\_\_\_  
First 6 digits Last 4 digits

**Account Number:** \_\_\_\_\_  
List the account number associated with this card

**Disputed Amount:** \_\_\_\_\_  
List the total of all disputed items, not including fees

**Email Address:** \_\_\_\_\_  
Please list primary personal email address

**Transaction posting date:** \_\_\_\_\_  
If multiple, list on second sheet

**Daytime Number:** \_\_\_\_\_  
Best contact number

**Merchant Name:** \_\_\_\_\_  
If multiple, list on second sheet

**Please Note:** If you are disputing more than one item please refer to page 2.

**Statement of Fraud**

**I have not, nor has anyone authorized by me, participated in this transaction.**

**My card:**       has not been out of my possession       was reported lost/stolen on (date) \_\_\_\_\_

I discovered the first fraudulent transaction(s) on: \_\_\_\_\_

I notified the Credit Union about the fraudulent transaction(s) on: \_\_\_\_\_

The first fraudulent transaction posted to my account on: \_\_\_\_\_

I filed a police report with the City of \_\_\_\_\_ Date \_\_\_\_\_ Report # \_\_\_\_\_

**Note:** If you have filed a police report, please provide a copy with your claim.

**Statement of Error**

**I participated in this transaction; however...**

The amount billed is incorrect. I have enclosed a copy of the (receipt, bill, statement, etc.) \_\_\_\_\_

I was billed more than once for a single transaction.

I have not received credit on my statement. A copy of my credit receipt is enclosed or attached.

**Statement of Dispute**

If you are disputing a transaction for one of the reasons listed below, you must first attempt to resolve your dispute directly with the merchant before we may intercede on your behalf. Please provide a detailed description of your attempt to resolve below.

**I participated in this transaction; however...**

The merchant continues to charge my account for periodic billings that I canceled on \_\_\_\_\_. Attached is my proof of cancellation; or, the details of my cancellation are described below.

I have not received the merchandise I ordered. The expected delivery date was \_\_\_\_\_

The details of my dispute are described below.

The charge was paid previously by another method. I am enclosing proof of payment.

The merchandise I received was:      Not as Described or      Defective Merchandise

Describe below what was purchased and provide details why the merchandise was not as described or defective.

Other - Use the area below to explain. Use separate sheet if necessary.

I contacted the merchant in an attempt to resolve my dispute on (date) \_\_\_\_\_. The details of my attempt to resolve with the merchant are below. (Include any related information - name(s) of person(s) spoken with, times, method of contact, copies of emails, etc. Use separate sheet if necessary.)

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800.426.1917  
SouthlandCU.org

List of Unauthorized Transactions		
Transaction Posting Date	\$ Amount of Transaction	Merchant Name
	<b>Total \$ of Unauthorized Transactions:</b>	
	<hr/>	

Signature	
<hr style="border: none; border-top: 1px solid black;"/>	<hr style="border: none; border-top: 1px solid black;"/>
<b>Cardholder Signature</b>	<b>Date</b>

<b>For FI use only:</b> Received by: _____	Teller # _____	Branch: _____	Date: _____
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