

C/U Contact: _____ C/U Authorized Signature _____

Please fax this form along with any other required documentation to: (214)703-7910

Visa Cardholder Statement of Disputed Item

RE: Card Holder's Name _____

Card Number: _____ Transaction Amount: _____

Merchant: _____ Transaction Date: _____

I am disputing the above charge due to the following reason (check one):

- I have not authorized or participated in any way in this transaction. My card has not been out of my possession.
- I have not, nor has anyone authorized by me engaged in this transaction. My card was lost/stolen on _____.
- The amount billed is incorrect. I have enclosed my copy of the sales slip.
- I am disputing the following charges for lodging or vehicle rentals \$ _____ \$ _____ Or- See details below.
- I have participated in one transaction at the merchant location, but NOT the transaction(s) listed. I, or someone authorized by me was in possession and control of all cards at the time of the transaction.
- The merchant continues to charge my account for periodic billings to my account that I canceled on _____. I was speaking with _____. (if known) I have attempted to resolve this dispute with the merchant.
- I have engaged in this transaction, however I have returned or attempted to return the merchandise. I have contacted the merchant to resolve the dispute and the merchant refused to:
 - Adjust the price Repair or replace the goods or other things of value Issue a credit See details below.
- I have engaged in the transaction listed and have contacted the merchant in an attempt to resolve the dispute.
 - The delivery day was to be _____ -or- I canceled the order on _____ and was not credited.
- The merchandise shipped arrived broken or unable to be used for the purpose sold. I have detailed this below. I returned or attempted to return the merchandise and have contacted the merchant to attempt to resolve this to no avail.
A copy of my shipping receipt is enclosed if applicable.
- I contracted with the merchant for services (described below) to be provided on _____. I have not received them. I have contacted the merchant in order to resolve the dispute but no avail.
- The charge listed was paid previously by another method. I'm enclosing proof. I have tried to resolve this with the merchant.
- I am disputing the listed ATM withdrawal. I have explained the details below.
- I am disputing a guaranteed reservation service. I have explained the details below. Date of cancellation _____
(if available) at _____ am/pm. The cancellation number is _____.
- I have not received a credit to my account for the transaction listed. I have enclosed a copy of the credit issued.
- The charge listed was a single transaction but has posted _____ times to my account.
- My credit slip was listed as a sale on my account. A copy of my credit is enclosed.
- Card placed in closed status effective on _____ (To be completed by credit union staff only)

Please provide specific details below:

Cardholder's Signature: _____ **Date:** _____