

DEBIT CARD DISPUTE: MERCHANT AUTHORIZED TRANSACTION

Cardholder Information:

Member Name: _____ Date: _____

Member Number: _____ Case Number: _____

Account Number: _____ Debit Card Number: _____

Contact Information:

Street: _____

City: _____ State: _____ Zip: _____

Email Address: _____

Cell Phone: _____ Home Phone: _____

Transaction & Purchase Information

Please note: Only one transaction may be disputed per case.

• Type of Purchase Merchandise Digital Merchandise Service ATM Withdrawal

• What did you purchase or ATM location? _____

• Transaction Date: _____

• Amount (as shown on your statement): _____

• Merchant Name (as shown on your statement): _____

• Date Merchant contacted: _____

◦ Merchant's Response: _____

Select the Reason for your Dispute (on next page)

Choose the reason that best describes your dispute and fill out the required information.

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Cancellation of Merchandise or Service (Includes free trials)

- Why did you cancel? _____
- Date of Cancellation: _____
- Amount Disputed: _____
 - If it's not the full amount why?

- Did you receive the merchandise/service?: Yes No

Merchandise or Service not received

- Expected Delivery Date: _____
- Was it delivered to an incorrect location? Yes No
 - If Yes, address delivered to: _____
- Was it delivered late? Yes No
 - If Yes, provide details of late delivery: _____
- Amount Disputed: _____
 - If it's not the full amount why?

- Is the merchant in bankruptcy/liquidation? Yes No
- Is the transaction related to digital wallet funding? Yes No
 - Was non-fiat currency (e.g Cryptocurrency) or non-fungible token(s) (NFT - a unique digital asset) not successfully delivered to the destination wallet address? Yes No
- If Merchandise, did you attempt to return it? Yes No
 - If No, reason for not returning:
 - Merchant would not accept a return
 - Merchant refused to provide a return authorization
 - Merchant informed you not to return the merchandise
 - If Yes, method of return: _____
 - Estimated Date of return: _____

Continued on next page.

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Dissatisfied with Merchandise or Service

- Reason for Dissatisfaction: _____
- Did you receive the merchandise/Service? Yes No
- Is the transaction related to digital wallet funding? Yes No
- If this is a recurring charge, did you attempt to cancel? Yes No
 - If Yes, Cancellation Date? _____
- Amount Disputed: _____
 - If it's not the full amount why?

- If Merchandise, did you attempt to return it? Yes No
 - If No, reason for not returning:
 - Merchant would not accept a return
 - Merchant refused to provide a return authorization
 - Merchant informed you not to return the merchandise
 - If Yes, method of return: _____
 - Estimated Date of Return: _____

Charged more than once, but satisfied with and received the merchandise or service (Cannot be \$0)

- Are all charges on this card? Yes No
 - If No, please include proof of the charge on another card. 
- Date of first charge: _____
- Amount of the first charge: _____
- Amount Disputed: _____
 - If it's not the full amount why?

Charged the incorrect amount, but satisfied with and received the merchandise or service (Cannot be \$0)

- Amount You should have been charged: _____
 - Please include a copy of the receipt/invoice 

Continued on next page.

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ATM Withdrawal

Charge More than Once

◦ Amount of Cash Received:

◦ Number of times charge
in your account:

Received incorrect amount of cash

◦ Amount of Cash Received:

If you have any other details relevant to your claim please provide them here:

****Important Factors before you sign****

- If additional information is needed, you will be contacted.
- Provisional credit(s), if issued, may be reversed from your account if the investigation determines no error has occurred.
- A notice stating the final resolution will be sent to you upon completion of the investigation.

Member Signature: _____

Date: _____