



NOTIFICATION OF DISPUTED TRANSACTION

Member Name _____

Member # _____ Preferred Contact # _____

eMail Address _____

Transaction Information

Please complete a separate form for each disputed item.

Debit Card #	
Disputed Amount (1 item per form)	Transaction Posting Date
Merchant Name	

Important – You must attempt to resolve prior to filing a dispute per Visa Regulations. Your claim may be denied otherwise. Please describe your attempts to resolve this dispute with the merchant, the last date of contact and the merchant’s response.

Select one of the options below:

Option One – 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.

Option Two – Statement of Dispute

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 _____. I contacted the Merchant on _____ to attempt to resolve my issue.

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

I wish to dispute the charge for the reason listed below. The details of my dispute are described below:

Attempt to Resolve

Important – You must attempt to resolve prior to filing a dispute per Visa Regulations. Your claim may be denied otherwise. Please describe your attempts to resolve this dispute with the merchant, the last date of contact and the merchant’s response.

Date of Last Contact	Merchant Contact Name	Contacted by: <input type="checkbox"/> Phone <input type="checkbox"/> eMail <input type="checkbox"/> Letter <input type="checkbox"/> In Person
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Attach copies of emails and/or letters sent to the merchant and include any responses received from the Merchant. Please describe the attempt to resolve with the merchant. Attach additional form if needed.