



Date _____

DEBIT CARD DISPUTE FORM

Cardholder debit card number _____

Merchant Name _____

Transaction Date/Posting Date _____

What was the amount that posted to the account _____

What should it have been _____

What communication has the cardholder had with the merchant in attempt to resolve this error? Include dates of contact and outcomes of the conversation: _____

Member Signature _____ Date _____

Please Provide copies of receipts/contracts/agreements received from merchant.

If the merchant was forwarding the merchandise/service/tickets, has it been a sufficient time to mail the product to the customer? _____

If the cardholder has received merchandise, please have the cardholder return the product and supply proof of the return. Visa rules state that the merchant has 30-days to issue credit from the date the cardholder returned the product. Please enclose copies of the return postage receipts.

Please be advised that it is imperative for us to get as much detail about the transaction error to determine the best charge-back reason code and to avoid loss of charge-back timeframes.