

## NOTIFICATION OF DISPUTED ITEM

Please sign this form and return it to the Customer Service address on the front of your statement.

CASE ID: \_\_\_\_\_

NAME (PLEASE PRINT) \_\_\_\_\_

SIGNATURE \_\_\_\_\_

DATE \_\_\_\_\_

ACCOUNT # \_\_\_\_\_

REFERENCE # \_\_\_\_\_

AMOUNT IN DISPUTE \_\_\_\_\_

MERCHANT \_\_\_\_\_

I have examined the changes made to my account and am disputing an item for the following reason:

1. Neither I nor any person authorized by me to use my card made the charge listed above. In addition, neither I nor anyone authorized by me received the goods and services represented by this transaction. **(If you do not recognize a sale, choose this option and call Customer Service immediately).** \_\_\_\_\_

2. Although I did participate in a transaction with the merchant, I was billed for \_\_\_\_\_ transaction(s) totaling \$\_\_\_\_\_ that I did not engage in, nor did anyone else authorized to use my card. I do have all my cards in my possession. Enclosed is a copy of the Authorized sales slip.

3. I have not received the merchandise that was to have been shipped to me. Expected of delivery was \_\_\_\_\_ (mm-dd-yy). I contacted the merchant on \_\_\_\_\_ (mm-dd-yy) and the merchant's response was \_\_\_\_\_. (In order to assist you, the merchant must be contacted.)

4. I have (circle one) returned/canceled merchandise on \_\_\_\_\_ (mm-dd-yy) because \_\_\_\_\_.

**Please provide a copy of the returned receipt, postal receipt or proof of refund.**

5. The attached credit slip was listed as a charge on my statement.

6. I was issued a credit slip for \$\_\_\_\_\_ on \_\_\_\_\_ (mm-dd-yy) which was not shown on my statement. **A copy of my credit slip is enclosed.**

7. Merchandise that was shipped to me arrived damaged and/or defective on \_\_\_\_\_ (mm-dd-yy). I returned it on \_\_\_\_\_ (mm-dd-yy). Merchant response was \_\_\_\_\_.

**Please provide post receipt and/or credit slip.**

8. My account was charged \$\_\_\_\_\_, but I should have been billed \$\_\_\_\_\_. **Enclosed is a copy of the sales receipt and/or other documents which indicate the correct amount.**

9. Other - Attach a letter describing the dispute.

The words YOU, YOUR, and YOURS mean each and all of those who are subject to the Visa Check Card Agreement. The Words WE, US, OUR, OURS and CREDIT UNION mean Sarasota Coastal Credit Union. For complete terms and conditions refer to the Important Account Information for our member's disclosure.

Your savings federally insured to \$100,000

# NCUA

National Credit Union A U.S. Government Agency