



Fitzsimons
A PARTNERING CREDIT UNION

VISA DISPUTE STATEMENT

ALL FIELDS MUST BE COMPLETED AND FORM MUST BE NOTARIZED

Please print legibly. Illegible forms may cause processing to be delayed or rejected.

Please be advised, if charge is fraudulent or unauthorized, your debit card will be blocked. Per the Account Agreement/Fee Schedule, you may also be subject to a \$27/hour research fee if this dispute is denied or found to be invalid. Please review your claim and ensure all documentation is thorough and accurate. _____ MEMBER INITIALS

Date: ____/____/____ Time: _____

Member Account Number: _____

Card Account Number: _____ Expiration Date: ____/____/____

Cardholder Name: _____
Last First

Address: _____
Street

City State Zip

Home Phone: () _____ - _____ Work Phone: () _____ - _____

(optional) Cell Phone: () _____ - _____ (optional) E-Mail: _____

The card is in my possession: Yes No If No, learned of loss on date: ____/____/____ Time: ____:____

Merchant Name	Amount	Transaction Date
1. _____	\$ _____	____/____/____
2. _____	\$ _____	____/____/____
3. _____	\$ _____	____/____/____
4. _____	\$ _____	____/____/____
5. _____	\$ _____	____/____/____

A) The following explains my contact with the merchant:

****Please note every effort MUST be made to resolve issue with merchant PRIOR to submitting dispute. Dispute will NOT be accepted or processed without thorough documentation.**

- I contacted the merchant on ____/____/____ and cancelled the membership/insurance
- I contacted the merchant on ____/____/____ and cancelled my reservation. My cancellation number is: _____
- I was not given a cancellation number

B) The following explains my dispute: ****Please note, at least one box must be checked in Part B.**

- The amount of the sales slip was increased from \$ _____ to \$ _____
Enclosed is a photocopy of the sales slip prior to the alteration
- The Credit was listed as a Debit on my statement
I have included a photocopy of the refund receipt

- I received a price adjustment (refund) and it has not appeared on my statement
I have included a photocopy of the refund receipt
- I certify that only one transaction was made. On my statement, the same merchant has processed a second charge to my account, which I neither participated in nor authorized. Also, my card was in my possession at the time of the second transaction.
- I certify that I participated in the listed transaction, but have returned the merchandise/cancelled services per the merchant's instructions and have not received credit. Enclosed is a copy of the signed refund receipt (if applicable).
- I was charged for a hotel/motel room that I neither made the reservations for, nor authorized the reservation to be made for me.
- I shipped the merchandise I received back as defective, per merchant's instructions. (Describe in additional space the defect or damage and attempts to return the merchandise and the merchant's response. Please attach a photocopy of return receipt from the Post Office or other shipping company).
- The merchandise/services were not as described. (If purchase was made over the phone, please indicate what was not described. Otherwise, please provide written documentation as to what was not described: wrong color, quantity, etc.)
- I would like a copy of the sales draft. Describe the transaction and the reason for your request. I understand that this is not a request for credit, nor will credit be issued to me. _____ Member Initials
- My card was lost stolen. Attached is a list of unauthorized transaction(s) including transaction date(s), amount(s), and merchant name(s).
- I certify that the charge listed was not made by me, or by any authorized joint account owner, nor were the goods or services represented by the listed transaction received by myself or by a joint account owner. Please note, a police report may be requested as well as legal prosecution if there is a known suspect. _____ Member Initials
- Other...describe below. Descriptions of transactions should be written clearly, or typed. Illegible transaction descriptions will not be processed. Attach additional sheets if necessary

Details of dispute: **(Please note you must specify the reason for this dispute; that is, whether it was unauthorized or authorized with an exception. Also note, you must include the details of your conversation with the merchant.)**

You may attach a letter if there is not enough space.

I understand making a false sworn statement is subject to federal and/or state statutes and may be punishable by fines and/or imprisonment.

Member Signature _____

Date: ____ / ____ / ____

Financial Specialist ID Number: _____

Date Received: ____ / ____ / ____

STATE OF _____

COUNTY OF _____

Subscribed and sworn to before me this _____ day of _____, _____

(Notary Public) _____