

plastic card dispute statement information



Dear UMe Member,

This information will assist you in understanding our process for handling card disputes, and provide the Credit Union with the information we will need to process your dispute. Rest assured, we understand that disputes and fraud can be frustrating and inconvenient. Our Card Services team is dedicated to helping you resolve your concern as quickly and as efficiently as possible.

To begin, please follow the instructions below.

If you have experienced Unauthorized Transactions, Fraud, or Transaction Disputes:

1. Please complete the Plastic Card Dispute Statement.
2. Please enclose all supporting documentation. This may include receipts, proof of purchase, proof of return, letter(s) sent to the merchant, copy of the contract/invoice/bill-of-sale or any other documents that help dispute your case.

Please forward completed Plastic Card Dispute Statement to:

UMe Federal Credit Union
Attention: Card Services
3000 W. Magnolia Blvd.
Burbank, CA 91505
Fax: 818) 238.2930

Upon receipt of your Card Dispute Statement, a UMe Card Service Representative will follow up with you regarding your dispute. If you have additional questions, please feel free to contact us at 818) 238.2900.

Sincerely,
Card Services Department

plastic card dispute statement

Member Name:	
Card Number:	
Select / Indicate Card Type: <input type="checkbox"/> Visa Debit Card <input type="checkbox"/> Visa Credit Card <input type="checkbox"/> ATM Card	
Street Address:	
City:	
State:	Zip Code:
Home Phone Number:	Mobile Phone Number:
Work Phone Number:	Email Address:
Is the card, currently in your possession? <input type="checkbox"/> YES <input type="checkbox"/> NO	

Unauthorized, Fraud, or Disputed Transactions		
Description: (choose one)	<input type="checkbox"/> Unauthorized	<input type="checkbox"/> Fraud <input type="checkbox"/> Dispute
Transaction Date	Transaction Amount \$	Merchant Name / Location

If you have additional transactions, please use the Disputed Transaction Worksheet on page 4.

PLEASE SELECT THE REASON THAT BEST DESCRIBES YOUR DISPUTE:

	<p>My card was (choose one): <input type="checkbox"/> LOST or <input type="checkbox"/> STOLEN. The transactions listed are unauthorized or fraud.</p>
	<p>My card is in my possession; but, transactions that have cleared my account are unauthorized or fraud.</p>
	<p>ATM Error: The above ATM transaction is incorrect. Amount requested \$ _____ Amount Received \$ _____</p>
	<p>Merchandise Not Received: I certify that I conducted the transaction(s), but I have not received the merchandise. I have contacted the merchant to request a credit for the merchandise and/or have tired to resolve the matter; but, I have not had success.</p>
	<p>Services Not Received: I certify that I conducted the transaction(s); but, I have not received the service. I have contacted the merchant to request a credit for the service and/or have tired to resolve the matter; but, I have not had success.</p>
	<p>Returned Merchandise: I certify that I conducted the transaction(s); but, I returned the merchandise on _____ date, per the merchant's instructions and have not received credit.</p>
	<p>Merchandise Not Received: I certify that I conducted the transaction(s); but, I have not received the merchandise. I have contacted the merchant to request a credit for the merchandise and/or have tired to resolve the matter; but, I have not had success.</p>
	<p>Merchandise is Defective or Damaged: I have shipped the merchandise back to the merchant; but, I have not received credit. Enclosed is a copy of the receipt and return receipt.</p>
	<p>Cancelled Transaction: I contacted/notified the merchant to cancel services, membership, reservation, etc. on _____ (date) and the merchant is unauthorized to bill me.</p>
	<p>Quality of Goods or Services Not as Described: I have contacted the merchant and have been unsuccessful in trying to resolve this matter.</p>
	<p>Double or Multiple Charges: I was charged more than once, and I have contacted the merchant to resolve the matter.</p>
	<p>Billed Wrong Amount: The transaction I conducted was in the amount of: \$ _____ but, I was charged: \$ _____. (Please provide a copy of the sales slip.)</p>
	<p>I certify that I conducted a transaction with the merchant; however, the merchant has processed an additional transaction(s) that are unauthorized.</p>
	<p>I entered into the transaction; but, paid by other means. It was paid with (choose one): <input type="checkbox"/> Cash <input type="checkbox"/> Check <input type="checkbox"/> Other Card (Please provide proof of such payment.)</p>

ADDITIONAL DETAILS >

Signature: _____ Date: _____

