Cardholder Disputed Item Statement

SF Fire Credit Union

Card Number

Name	Member Number	Home Phone	Work Phone	
Mailing Address	Street	City	State	Zip
E-mail Address				

Type of Loss
- ☐ Lost
- ☐ Stolen
- ☐ Card was in my possession at the time the transaction(s) occurred.

I have examined the charges on my credit and question the following transaction(s) (attach additional sheets if necessary):

Merchant Name	Transaction Date	Amount

The following explains my dispute:

- ☐ I received a price adjustment (credit slip) on the above transaction and it has not appeared on my statement. I have included a photocopy of the credit slip.
- ☐ I certify that only one transaction was made with the above referenced merchant. On my statement, the same merchant has processed a second charge to my account, which I neither participated in nor authorized.
- ☐ I certify that I participated in the above transaction, but have not received the merchandise. (Describe your attempts to resolve the matter with the merchant as well as the expected date of delivery on the additional space provided).
  (Disputed item can only be claimed 30 days or more after the expected delivery date)
- ☑ I certify that I participated in the above transaction, but have returned the merchandise/cancelled services on _____ (date) per the merchant's instructions and have not received credit. Enclosed is a copy of the signed return receipt. (If applicable)
- ☐ I contacted the merchant on _____ (date) and canceled the monthly recurring transaction.
- ☐ I contacted the merchant on _____ (date) and canceled my reservation. (Please provide full details on the additional space provided).
  - ☐ My cancellation number is _____.
  - ☐ I was not given a cancellation number.
- ☐ I was charged for a hotel room that I neither made the reservations for, nor authorized the reservation to be made for me.
- ☐ The shipped merchandise I received is defective. (Describe in the additional space the defect or damage and attempts to return the merchandise, and the merchant's response).
- ☐ The merchandise/services were not as described. (If purchase was made over the phone please indicate what was not as described. Otherwise, please provide written documentation as to what was not as described. ie: color, quantity, etc).
- ☐ I would like a copy of the sales draft. (Reason for request) _____
- ☐ I certify that the charge(s) was (were) not made by me or by a person authorized by me to use my card, nor were the goods or services represented by the above transaction received by myself or by a person authorized by me.

☐ Other. Describe below. (Descriptions of transactions should be typed or written clearly. Attach additional sheets if necessary).

Written Statement (please provide full details about your dispute)

Cardholder Signature _____ Date _____