



# NOTIFICATION OF DISPUTED PLASTIC CARD CHARGE FOR

**ATM,**  **VISA DEBIT, OR**  **VISA CREDIT** (please check one)

Primary Members may use this form to dispute a charge on their most recent account statement. Form must be filed within 30 days from the statement date on which the charge appears.

Complete the form, and then **fax to us at 510-881-8509 or mail to:**  
**Bay Cities Credit Union, PO Box 30, Hayward, CA 94543.**

MEMBER NAME \_\_\_\_\_ CARD NUMBER \_\_\_\_\_

MERCHANT NAME \_\_\_\_\_ LOCATION \_\_\_\_\_

TRANSACTION DATE \_\_\_\_\_ AMOUNT \$ \_\_\_\_\_

### I am disputing the transaction(s) in question due to the following reason(s):

- The transaction(s) was unauthorized. I did not authorize or participate in the transaction(s).
  - ◆ If transaction is unauthorized, please indicate status of card (check one):
    - Card Lost       Card Stolen       Card still in Account holder's possession.
  - ◆ If cardholder is still in possession of card, is counterfeit card use suspected?
    - Yes       No
- The charge(s) was paid by other means. Enclosed is a copy of the cancelled check or cash/credit receipt.
- The amount signed for on the salesdraft differs from the amount billed on the monthly statement. Attached is my copy of the sales receipt.
- The transaction was authorized and then canceled. A credit voucher was issued (copy enclosed), but the credit has not posted to my account. If no credit voucher was issued, please explain the merchant's response to the cancellation/return.
- I have been billed multiple times (2 or more) for the same purchase.  
The original charge posted to my account on \_\_\_\_\_ .
- I placed an order with the merchant above. I have not received merchandise, which I expected by \_\_\_\_\_ . I have contacted the merchant for the credit but no credit has posted to my account.
- I cancelled this reservation on \_\_\_\_\_ . The cancellation number provided for me is as follows: \_\_\_\_\_ .
- I received merchandise different from what I ordered. Attached is a detailed letter explaining what was expected from the merchant, what was received, and that an attempt to return the merchandise was made.

MEMBER SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

TELEPHONE \_\_\_\_\_ E-MAIL \_\_\_\_\_