



## ATM/VISA CHECK CARD DISPUTE FORM (Non-Fraud)

Date: \_\_\_\_\_ Member Name: \_\_\_\_\_

Account #: \_\_\_\_\_ Check Card Number: \_\_\_\_\_

Transaction Date: \_\_\_\_\_ Dollar Amount in Dispute: \_\_\_\_\_

**Note: For Visa Check Card Disputes, at least one attempt to resolve with the merchant must be made before submitting a dispute claim.**

- I attempted to make cash withdrawal but did not receive any money. *Attach brief summary of what occurred with ATM receipt if available.*
- I attempted to make cash withdrawal for \_\_\_\_\_ but only received \_\_\_\_\_. *Attach brief summary of what occurred.*
- The amount signed for on the sales receipt differs from the amount billed to my account. Attached is my copy of the receipt.
- I received a credit from the merchant and the credit has not appeared in my account. *(A copy of creditslip/voucher or any other documentation if available).*
- I have been billed multiple times (2 or more) for the same purchase. The original charge posted my account on \_\_\_\_\_ for the amount of \_\_\_\_\_.
- I cancelled this recurring charge with the merchant \_\_\_\_\_ on \_\_\_\_\_. No charges after this date are authorized from this merchant.
- I have not received the merchandise/services. *(Attach details of purchase).*
- The merchandise was different or defective and returned on \_\_\_\_\_. (tracking # from invoice and describe defects or difference of what you received from what was ordered.
- I attempted to cancel this purchase with the merchant on \_\_\_\_\_. The merchant's reply was \_\_\_\_\_
- I attempted to cancel this membership/service on \_\_\_\_\_. The merchant's reply was \_\_\_\_\_

**I have marked the applicable reason for the disputed transaction and have supplied copies of all required documentation.**

Member's Signature \_\_\_\_\_ Daytime Phone \_\_\_\_\_

Co-Member's Signature \_\_\_\_\_ Evening Phone \_\_\_\_\_