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 www.thepolicecu.org

## Notification of Disputed Transaction

Member Services: 800.222.1391 • www.thepolicecu.org

Form may be returned by fax to 415.242.6574

### Account Information

Name: \_\_\_\_\_

Card Number: \_\_\_\_\_

Card Type:  ATM  Debit  Credit

Member Number: \_\_\_\_\_

Street Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

Zip: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_

Evening Phone Number: \_\_\_\_\_

### Transaction Information

Transaction Date:     /     /

Dollar Amount: \$

Merchant Name: \_\_\_\_\_

What was purchased?  Merchandise  Services

Describe the Merchandise/Services Purchased: \_\_\_\_\_

### Dispute Reason

Please select ONE item below that best describes the details of your dispute. Please note that it may not be possible to assist you with your dispute unless all relevant information or documents are submitted with this form.

**MULTIPLE PROCESSING**

I have been billed multiple times (2 or more) for the same purchase. The original charge posted to my account on \_\_\_\_/\_\_\_\_/\_\_\_\_.

**DIFFERENCE IN AMOUNT**

The amount on my sales slip differs from the amount billed. Enclosed is my receipt showing the correct amount.

**PAID BY OTHER MEANS**

The charge(s) was paid by another method.

The charge was paid by  Cash  Debit/Credit Card  Check  Other.

Enclosed is a copy of the proof of payment (cancelled check, receipt or account statement).

**CANCELLED TRANSACTION**

I cancelled this recurring transaction with the merchant on \_\_\_\_/\_\_\_\_/\_\_\_\_. No charges after this date are authorized from this merchant. I was advised of the cancellation policy:  Yes  No

**CREDIT NOT RECEIVED**

I was given a credit slip or refund acknowledgement by the merchant on \_\_\_\_/\_\_\_\_/\_\_\_\_, but the credit has not yet posted to my account. Attached is a copy of the credit slip/refund acknowledgement.

\*If no credit slip/refund acknowledgment given, please provide merchant's response in Attempt To Resolve/Additional Details section.

**CANCELLED RESERVATION**

I cancelled this reservation with the hotel/lodging merchant on \_\_\_\_/\_\_\_\_/\_\_\_\_. The cancellation number provided to me is:\_\_\_\_\_.

\*If no cancellation number given, were you advised of the cancellation policy  Yes  No. Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

**ATM DISCREPANCY**

The incorrect amount was dispensed from an ATM.

No funds received  Portion of funds received - Total received: \_\_\_\_\_

**MERCHANDISE/SERVICES NOT RECEIVED**

I have not received the merchandise/services which were expected on \_\_\_\_/\_\_\_\_/\_\_\_\_. I have contacted the merchant on \_\_\_\_/\_\_\_\_/\_\_\_\_ but a credit has yet to post to my account. Was the merchant unwilling or unable to provide the merchandise/services  Yes  No. \*Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

**Notification of Disputed Transaction**

**MERCHANDISE RETURNED**

I have returned the merchandise on \_\_\_\_/\_\_\_\_/\_\_\_\_ and requested a refund from the merchant. My Return Authorization Number (RAN) or cancellation number is:\_\_\_\_\_. The merchandise was returned via  USPS  FedEx  UPS  Other. My tracking# \_\_\_\_\_. \*Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

**NOT AS DESCRIBED**

The merchandise/services are different from what was ordered or described. I have detailed what was expected, what was received, and indicated my attempt to return below. \*Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

**DEFECTIVE MERCHANDISE**

The merchandise ordered and received was damaged or defective. I have contacted the merchant and still did not receive resolution. A detailed explanation including my attempt to return is detailed below. \*Please provide additional information or merchant's response in Attempt To Resolve/Additional Details section.

**Attempt To Resolve/Additional Details**

Did you attempt to resolve with the merchant? (REQUIRED)  Yes  No

Date of most recent contact with merchant:

Contact Name:

How did you contact the merchant?  Phone  Email  Letter  In person  Other:

Please describe the attempt to resolve with the merchant:

Additional Details:

Cardholder Signature:

Date:

