

ATM, Debit Card and MasterCard Non-Fraud Dispute

- This dispute form is only for transactions that are on your credit/debit card statement. Do not use this form for any other transaction. You must provide a copy of the statement showing this disputed transaction and you must complete all areas marked as required.
- Upon receipt of this form we will take the necessary action to research and resolve this request and will correspond with you in writing.
- Please complete this form using blue or black ink only.

Member Information*

*Required

Credit/Debit Account Number: _____

Cardholder Name: _____

Cardholder Address: _____

Telephone Number: _____

Transaction Information*

Merchant Name: _____

Merchant Location: _____

Transaction Amount: _____ Transaction Date: _____

Amount of Dispute: _____

Did you attempt to resolve the dispute with the merchant?* If the amount in dispute is different from the transaction amount, please explain.

Yes, Spoke with: _____ on (date): _____

Merchant's Response: _____

No, Reason merchant was not contacted _____

Reason for Dispute:*

The same transaction was posted twice to my account.

The amount of the transaction is incorrect. My receipt is for \$_____. Attach copy of receipt.

ATM Transactions - receipts must be attached for the following:

I have a dispute with an ATM transaction.

I acknowledge participation in the ATM transaction, but I didn't receive any funds.

I acknowledge participation in the ATM transaction, but I only received a portion of the funds.
I requested \$_____, but I only received \$_____.

I acknowledge participation in the ATM transaction, but it was posted twice.

Services and Merchandise Transactions:

I cancelled services or merchandise but was still billed for the transaction. (check one)

Date of cancellation*: _____

Reason for cancellation: _____

Spoke with: _____

Cancellation Number (required for hotels and car rentals): _____

I returned merchandise and have not received a credit. Attach credit or return receipt.

Date returned: _____

Date received by merchant: _____

Shipping company name: _____

Shipping/tracking #: _____

Address shipped to: _____

Who signed for the package: _____

I have a credit voucher, letter of intent to credit, or a refund acknowledgement that has not posted. If available, please attach a copy.

Date of credit: _____

Any invoice/receipt number of the credit: _____

I did not receive merchandise or services that I ordered. (check one)

What was the expected date of receipt for the merchandise or services? _____

I paid for the purchase using another method. *You are required to attach proof, i.e. a front and back copy of a cancelled check or a copy of statement if another card was used.*

My dispute is about the quality of the services or merchandise that I received. (check one) Use the following space to describe one or more of the following (required):

Has the merchandise been returned? Yes No *(If yes, also complete the returned merchandise section of this form. If no, explain why on the lines provided below.)*

If your dispute is about the differences between what was ordered and what was received, please provide a detailed explanation. Was the product defective? Why was item unsuitable for your needs?

Please attach any type of agreement or contract that you may have with this merchant. If you have any other documents that may be pertinent to your dispute, please send a copy.

Please provide any other details that may be relevant to your dispute:

Signature: _____ Date: _____

Please return this form and other documents to the nearest branch or American Heritage Credit Union, Attn: EFS Dept., 2060 Red Lion Road, Philadelphia, PA 19115.