



P.O. Box 11777  
 Santa Ana, CA 92711-1777  
 (714) 755-5900  
 www.orangecountyscu.org

Claim Number: \_\_\_\_\_

# ATM and Debit Master Card Dispute Form

This form is to be used for disputed ATM & Debit Master Card transactions

**I Requested the Card:**  Yes  No      **Type of Card:**  Debit Master Card  
 ATM Card

Name: \_\_\_\_\_ Card Number (16 digits): \_\_\_\_\_

Address: \_\_\_\_\_  
Street City State Zip

Work Phone: \_\_\_\_\_ Home Phone: \_\_\_\_\_

<b>Date Cardholder Discovered Loss:</b> _____	<b>Date Cardholder Reported Loss to Credit Union:</b> _____	<b>Date of First Fraudulent Transaction:</b> _____
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**I am disputing the transaction because of the following reason (please choose one item below that best fits the details of your dispute):**

- The transaction was unauthorized.\* No one authorized to use this account signed for or participated in the transaction.  
 \*At the time of the transaction, please indicate status of card (check one):  
 Card Lost       Card Stolen      \_\_\_\_\_ Date card was Lost or Stolen       Card still in Account-holder's possession
- I authorized one (1) purchase with the merchant listed above on \_\_\_\_\_ and am still in possession of my card. However the charge of \$ \_\_\_\_\_ at this merchant was not authorized by me and is fraudulent. Attached is a detailed letter explaining that an attempt was made to contact the merchant.
- The charge(s) was paid by another means. Enclosed is a copy of the cancelled check or cash/credit receipt or credit card statement.  
 I have contacted the merchant directly to request a credit, please attach explanation letter of the merchants response.  
 If merchant could not be reached, please indicate the method(s) used to attempt to contact the merchant for resolution. Examples: E-mail, phone etc...
- The amount signed for on the salesdraft differs from the amount billed on my monthly statement. Attached is a detailed letter explaining that an attempt was made to contact the merchant and my copy of the sales receipts.
- The transaction was authorized and then cancelled. The merchant stated credit would be issued by \_\_\_\_\_, but the credit has not posted to my account. Attached is a detailed letter explaining that an attempt was made to contact the merchant or my copy of the credit voucher.
- I have been billed multiple times (2 or more) for the same purchase on the same day.
- I placed an order with the merchant above. I have not received merchandise which I expected by \_\_\_\_\_. I contacted the merchant for credit on \_\_\_\_\_, but no credit has posted to my account. Attached is a detailed letter explaining that an attempt was made to contact the merchant.
- I cancelled this reservation on \_\_\_\_\_. Please choose one: ( ) The cancellation number provided to me is as follows: \_\_\_\_\_  
 ( ) No cancellation number was issued by the merchant. Attached is a detailed letter explaining that an attempt was made to contact the merchant.
- I cancelled this recurring charge with the merchant on \_\_\_\_\_. No charges after this date are authorized from this merchant. Attached is a detailed letter explaining that an attempt was made to contact the merchant.
- I received merchandise/services different from what I requested/authorized. An attempt to contact the merchant was made on \_\_\_\_\_. 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. Additional information may be required.
- I withdrew cash at an ATM, but the dispense amount is incorrect.
- I withdrew cash at an ATM, but no cash was dispensed.
- I did not perform the deposit transaction.
- I would like a copy of the sales draft. (Describe the transaction and the reason for your request).
- Other, Descriptions of transactions should be typed or written clearly. Attach additional sheets if necessary.

