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 San Bruno, CA 94066
 800.222.1391
 Members_Info@thepolicecu.org
 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:

