

Cardholder Statement of Dispute Item – Non Fraud

Cardholder Name _____

Phone Number _____

Card Number _____

Email Address _____

Transaction Date _____

\$ Transaction Amount _____

Merchant _____

I am disputing the above charge due to one of the reasons listed below (**select only one dispute reason**):

Cancellation & Returns (check only one):

- On (date) _____ I **cancelled** the (**check one**): Service OR Merchandise
Cancellation method was (**check one**): In Person In Writing By Phone By Email
- On (date) _____ I **returned** the (**check one**): Service OR Merchandise
Return method was (**check one**): In Person FedEx UPS DHL United Postal Service
- Other (explain): _____
- I did not receive (**check one**): Service OR Merchandise that was to be provided on (date): _____.

Processing Errors (check only one):

- The amount billed was incorrect. Enclosed is a copy of my sales receipt. The correct amount is: \$ _____.
- The charged listed above was paid previously by another method. Enclosed is proof of payment.
- I have not received a credit to my account for the transaction. Enclosed is a copy of the credit receipt that was issued.
- The charge listed was a single transaction but posted _____ times to my account.

Travel & Entertainment (check only one):

- I am disputing a guaranteed reservation service and no show charge. My reservation date was for (date): _____
The cancellation numbers is _____ and date of cancellation was _____.
- I am disputing the vehicle rental charge for \$ _____. I returned the vehicle on (date) _____.

Please send this form along with any other required documentation (i.e. receipts) to TruEnergy FCU Card Services Department. You may email this form to information@truenergyfcu.org, mail to P.O. Box 1607, Springfield, VA 22151, or bring into the Springfield Branch.



To process the dispute above, the following information MUST be provided:

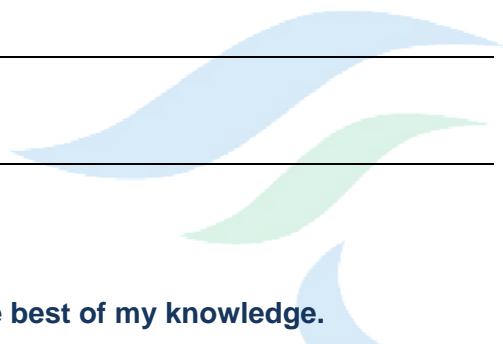
(If the following information is not complete, provisional credit may be reversed.)

I attempted to resolve this dispute on (date): _____ and spoke with: _____

The merchant's response to my attempt was: _____

Dispute details (Required)

Use this section to provide a detailed explanation of the product /service purchased listed on page 1. Explain how contact was made (by phone/email), the date you last tried to resolve the dispute with the merchant and the outcome of the attempt. Please enclose all supporting documentation:



I hereby certify that the above statements are true and correct to the best of my knowledge.

_____ **Cardholder Signature**

_____ **Date**

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