



Visa Debit Cardholder Dispute Form

Before disputing a charge with Global 1 Federal Credit Union, you must make an effort to resolve the dispute with the merchant.

This form is to be completed only if the disputed Visa debit card transaction was initiated by the cardholder. If the card is lost or was stolen or if the transaction was initiated without the cardholder's knowledge or consent, the card will need to be deactivated. Please complete an Affidavit of Unauthorized Use instead of this form.

Member number _____ Name _____

Daytime phone (_____) _____ - _____ E-mail address _____ @ _____

Merchant _____ Disputed amount \$ _____ Transaction date ____/____/____

Reason for Dispute

I do not recognize the charge. You may need to complete an Affidavit of Unauthorized Use and deactivate the card.

Duplicate transaction. The transaction was posted two or more times to the account. Only one charge was authorized.

I was overcharged for the purchase **Credit posted as a sale** **Credit did not post to my account**
Please attach a copy of the original transaction receipt and any credit transaction receipt for the above reasons.

Membership cancellation. Please enclose a copy of the letter, e-mail, or fax requesting cancellation.

- On what date did you contact the merchant to cancel? ____/____/____ Cancellation # _____
- Why did you cancel the membership? _____

• Were you advised of a cancellation policy? Yes No

• If yes, what is the merchant's cancellation policy? _____

Merchandise was returned. Please attach proof of return or credit slip.

- What was ordered? _____ What was received? _____
- Was the merchandise suitable for the purpose intended? Yes No
- Why did you return merchandise? _____

