



Transfund Dispute Form

Name: \_\_\_\_\_ Account Number: \_\_\_\_\_

Merchant/Terminal Name: \_\_\_\_\_ Disputed Amount: \_\_\_\_\_

Debit Card Number: \_\_\_\_\_ Date Posted: \_\_\_\_\_

Are you currently in possession of this card?  Yes  No

Were you notified of this transaction by FraudWatch?  Yes  No

Indicate one of the following regarding your VISA® ATM/Debit Card:

Lost on (Date): \_\_\_\_\_  Physical Card Stolen on (Date): \_\_\_\_\_  Card number stolen  Other \_\_\_\_\_

Indicate one of the following regarding the transaction being disputed:

I did not authorize the transaction indicated above

The ATM did not dispense cash or dispensed incorrect amount of cash

♦ I received \$ \_\_\_\_\_, but my account was actually charged the amount indicated above.

My ATM/Debit Card was charged twice. The first charge posted on \_\_\_\_\_.

The amount of the transaction above differs from the amount I authorized.

♦ I authorized \$ \_\_\_\_\_ (receipt required)

Recurring charges occurred after cancellation (Please provide proof of cancellation).

♦ On (Date) \_\_\_\_\_, I notified the merchant to cancel my recurring payment agreement.

I did participate in the transaction, but I am disputing for one of the following reasons:

Merchandise or services not received. Expected date of delivery \_\_\_\_\_.

Paid by other means (Please provide proof of other payment, such as copy of check, money order, receipt or credit card statement).

Credit from merchant not received (Please include copy of credit voucher, if available).

Merchandise not as described or defective.

An attempt to resolve with the merchant is **required** before disputes can be processed, unless the transaction is fraudulent and you received notification from FraudWatch. Please describe the attempt to contact the merchant below.

On (Date) \_\_\_\_\_, at (Time) \_\_\_\_\_, I  telephoned or  emailed the merchant listed above.

Merchant Representative Name: \_\_\_\_\_

Merchant response:

\_\_\_\_\_

Cardholder's Signature: \_\_\_\_\_ Date: \_\_\_\_\_ Phone: \_\_\_\_\_

**I understand for certain disputes, a Police Report or other documentation may be required and I will be notified by Green Country FCU at the number listed above. I also understand that due to Visa® Chargeback Rules for certain transactions types, a refund may not be guaranteed.**

For GCFCU use only

Rec'd by: \_\_\_\_\_ Date: \_\_\_\_\_ Network Warning Bulletin: \_\_\_\_\_ Date: \_\_\_\_\_ E-Adjust: \_\_\_\_\_ Date: \_\_\_\_\_

Credit Issued: \_\_\_\_\_ Date: \_\_\_\_\_  Fraud Only  No Chargeback Rights \_\_\_\_\_