



PASADENA
 FEDERAL CREDIT UNION
 P.O. Box 7132
 Pasadena, CA 91109-7132 626.799.0882
 • FAX 626.799.5114 www.pfcu.org

DEBIT CARD TRANSACTION DISPUTE FORM (NON-FRAUD)

Name: _____

Transaction Date: _____

Member Number: _____

Dispute Amount: _____

Last 6 Card Digits: _____

Contact Numbers:

Home: _____

Cell: _____

At least one attempt to resolve issue with the merchant must be made before submitting a transaction dispute claim.

- The amount signed for on the sales receipt differs from the amount billed to my account. Attached is a copy of the receipt.
- I received a credit from the merchant and the credit has not appeared in my account. *(Please provide a copy of the credit slip/voucher or any other documentation, if available).*
- I have been billed multiple times for the same purchase. The original charge posted to my account on _____ in the amount of _____.
- I cancelled a recurring charge with the merchant _____ on _____. No charges after this date are authorized from this merchant.
- I have not received the merchandise/services *(Attach details of purchase).*
- The merchandise was different or defective and returned on _____. *(Tracking number from invoice, if available. Describe defects or differences of what was received vs. what was ordered).*
- I attempted to cancel this purchase with the merchant on _____. The merchant's reply was _____.

The applicable reason for the disputed transaction(s) has been marked and the required documentation has been supplied.

Member Signature _____

Date: _____