



# Cardholder Dispute Form

FAX this Dispute Form to Card Services at 703-925-5155 or mail to NWFCU, Attention: Card Services, PO Box 1229, Herndon, VA 20172-1229

PLEASE PRINT CLEARLY

## Cardholder Information

NWFCU Account #: (last 4 digits) \_\_\_\_\_ NWFCU Card #: (last 4 digits) \_\_\_\_\_

Cardholder Name: \_\_\_\_\_ Card Type:  Debit Card

Mailing Address: \_\_\_\_\_  Now Rewards Credit Card

City, State, Zip Code: \_\_\_\_\_  Platinum Credit Card

Home Telephone: \_\_\_\_\_ Work: \_\_\_\_\_

Email Address: \_\_\_\_\_ Card Is In My Possession:  Yes  No

## Transaction/Merchant Information

**Please Note: It is required that the cardholder contact the merchant prior to submitting the dispute**

Dispute Amount(s): \_\_\_\_\_ Transaction Date(s): \_\_\_\_\_

Merchant Name: \_\_\_\_\_ Merchant Telephone: \_\_\_\_\_

Merchant Address: \_\_\_\_\_ City, State, Country: \_\_\_\_\_

What was Purchased?: \_\_\_\_\_ Merchant Contact Date: \_\_\_\_\_

Merchant Employee Spoken With: \_\_\_\_\_ Merchant Employee Title: \_\_\_\_\_

Merchant Response: \_\_\_\_\_

## Please Attach All Pertinent Documentation to Support Dispute

- Non-Receipt of Merchandise or Service:** I did not receive the merchandise or service I ordered by the agreed upon date. I expected to receive the merchandise or service on \_\_\_\_/\_\_\_\_/\_\_\_\_ (mm/dd/yyyy).
- Duplicate Charge:** I have been billed more than once for the same transaction.
- Merchandise Returned (or Service Cancelled)** but credit not given: I returned the merchandise or cancelled the service on \_\_\_\_/\_\_\_\_/\_\_\_\_ (mm/dd/yyyy). (Please include shipping receipt from return)
- Cancelled Membership:** I cancelled the above subscription/membership on \_\_\_\_/\_\_\_\_/\_\_\_\_ (mm/dd/yyyy) and this cancellation is prior to the above disputed transaction date. The cancellation number is: \_\_\_\_\_.
- Merchandise or Service Not As Described:** The merchandise or service I received was damaged, defective or not what I ordered. (Please describe below)
- Missing Credit:** The attached credit slip (or documentation of promised credit) did not post to my account.
- Incorrect Amount:** I was billed the wrong amount. The amount I should have been billed was \$ \_\_\_\_\_.  
(Please provide a receipt)
- Paid By Other Means:** I paid for this transaction via another payment method or credit card. (Please attach proof of payment by other means)
- I did participate in a transaction with this merchant, but not this one.** The valid transaction with this merchant was for \$ \_\_\_\_\_ on \_\_\_\_/\_\_\_\_/\_\_\_\_ (mm/dd/yyyy), but I did not agree to pay the transaction listed above.
- Credit Posted as Purchase:** The attached credit slip posted to my account as a purchase.
- Other reason or additional information on any of the above:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**Please Note: This form is not for fraudulent transactions.** Fraudulent transactions are unknown merchants charging unauthorized transactions. You must immediately contact NWFCU to obtain an Affidavit of Fraud. Your card must be closed. You must return your card with the notarized Affidavit of Fraud.