

Cardholder Statement of Dispute Item – Non Fraud

Cardholder Name _____

Date _____

Card Number _____

Phone Number _____

Transaction Date _____

\$ Transaction Amount _____

Merchant _____

I am disputing the above charge due to one of the reasons listed below (**select only one dispute reason**). The dispute is either a Cancellation/Return or a Processing Error or Travel & Entertainment.

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. Driver's License) to TruEnergy FCU Card Services Department. You may email this form to information@truenergyfcu.org, r..... to P.O. Box 1607, Springfield, VA 22151, or bring into the Springfield Branch.



