



Notice of Disputed Transaction – Visa Debit Card

This form can only be completed if the transaction occurred within the last 60 days

I make this dispute for the purpose of establishing the fraudulent use of my card. I did not give, sell or trade my Debit Card to anyone nor give anyone permission to use my card(s), I have no knowledge that my spouse or minor children made any transaction(s) on or after the date of the first fraudulent transaction indicated below. I did not receive any benefit from the unauthorized use of my Debit card.

Cardholder/Member Name _____

Card Number _____

Phone Number _____

Visionary FCU Account Number _____

Email Address _____

Date Loss Reported to Visionary FCU _____

Date Loss was Discovered _____

Is the Card still in the Account Holder's Possession? _____

If No, do you know who may have taken it? _____

Yes _____

No _____

Has this loss been reported to the police department? _____

☐ Yes

☐ No

Authority contacted _____ Contact Person _____

Address _____

Phone _____ Date Contacted _____

Transactions being disputed

Transaction Date	Merchant Name	Amount

Please provide details (if necessary) on a separate sheet

Additional Disclosures

_____ I did not authorize any transaction(s) with the merchant(s). I have not ever done business with the merchant(s).

_____ I do business with this merchant but did not authorize this transaction(s). I have logged into my merchant account and these transactions do not appear on my purchase history with the merchant. (Please attach a copy of your merchant account history showing the transactions do not appear).

The below options require proof of email, text receipts, bills or statement from merchants showing that you have tried to resolve this on your own:

_____ I placed an order with the merchant and was promised delivery by _____. I have not received merchandise or credit. I am attaching any supporting documents received from the merchant. If you have contacted them by telephone, please list the date(s) you called, time of call(s), and name of the representative you spoke with. List any tracking numbers provided as well.

_____ The charge was paid by another means.

_____ I ordered a Trial product and keep receiving merchandise. I contacted the merchant for credit on this date _____. (Must attach receipts from the merchant)

_____ The amount signed for on the sales draft differs from the amount posted to my account. Please attach a copy of the sales receipt.

_____ The transaction was authorized and then canceled. A credit voucher was issued but the credit has not posted to my account.

_____ I have been billed two or more times for the same purchase.

_____ I cancelled this reservation on _____. The cancellation number I was given is _____.

_____ I cancelled this recurring charge with the merchant on _____. No charges after this date are authorized from this merchant. Was this purchase under contract? Yes/No. Attach copy of your contract.

_____ I received merchandise different from what I ordered. Describe below what was ordered and what was received, and provide proof that an attempt to return the merchandise was made to the merchant.

_____ Person to Person (P2P) Debit Transaction - Do you have an account where the transaction initiated from (Example: PayPal, CashApp, Venmo)? _____ Yes _____ No
If Yes, what is your email/user name associated with your account _____

_____ ATM Dispute/Correct Cash not given - I used my card at an ATM and did not receive the correct amount of cash. I requested \$_____ and received \$_____ *ATM Receipt must be provided*

[illegible]

I give my consent to the credit union to release any information regarding my card/and or card account to any local, state and/or federal law enforcement agency so that the information can, if necessary, be used in the investigation and/or prosecution of any person(s) who may be responsible for fraud involving my card and/or card account. Further, I understand I may be required to comply with a court order or subpoena to give testimony. I swear this affidavit is true and understand that making a false sworn statement is subject to federal and/or state statutes and may be punishable by fines and/or by imprisonment.

Cardholder Signature	Date
----------------------	------

