



## DISPUTED MASTER MONEY TRANSACTIONS

FAX #: 781.433.2922

### MAILING ADDRESS

TO: DIRECT FEDERAL CREDIT UNION

P. O. BOX 9123

DATE: \_\_\_\_\_

50 Cabot Street

Needham, Ma. 02494

Please complete parts 1, 2, and 3 of this form, being as specific as possible, and return it to our office. Please attach copies of any document you have that may support your dispute. If additional explanation is required (as stated in the options of part 2) or if you need more space, please feel free to use the back of this form

### Customer Statement of Disputed Item

#### Part 1/ The disputed item is:

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

Posting Date: \_\_\_\_\_ Transaction Date: \_\_\_\_\_

Amount: \_\_\_\_\_

#### Part 2 / The item is disputed because:

I do not recognize this transaction as mine. Please provide me with a copy of the sales draft.

I neither participated in nor authorized this transaction.

Although I did engage in a transaction at the merchant location in the amount of \$ \_\_\_\_\_, I was billed for transaction totaling \$ \_\_\_\_\_ that I did not engage in. I do have all cards in my possession. A copy of the sales slip from the valid transaction is attached.

The merchandise was returned/refused on \_\_\_\_\_. I have asked the merchant for a refund. A copy of my UPS or Post Office return receipt is enclosed. (The reason for the return/refusal is on the reverse side of this form).

I notified the merchant on \_\_\_\_\_ by phone/mail that I wished to cancel. The reason for cancellation is on the reverse side of this form. I have enclosed a copy of my cancellation letter to the merchant.

The item was paid for by other means. The documentation for the other method of payment is attached (i.e., cancelled check or cash receipt) and also explained on the reverse side of this form.

I was issued a credit slip that has not shown on my statement. A copy of my credit slip is enclosed.

I was charged twice for the same transaction. The correct item appeared on my account on \_\_\_\_\_ in the amount of \$ \_\_\_\_\_

The item amount is incorrect. My copy of the sales slip is attached.

Merchandise that was shipped to me arrived damaged/defective. I returned it on \_\_\_\_\_ and requested that my account be credited. A copy of my UPS or Post Office receipt is attached (if available).

The merchandise/service was received, but not as expected. An explanation of what was received versus what was expected is on the reverse side of this form. The merchandise has been returned. (Please include documentation detailing what was expected, i.e. order form, etc.)

The merchandise has not been received. Its delivery was expected on \_\_\_\_\_. I have asked for a refund from the merchant on \_\_\_\_\_.

#### Part 3/ Account Information:

\_\_\_\_\_  
Name/Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Account Number