



Verbal Request

Written Request

### CARDHOLDER DISPUTE FORM

*Fraudulent Use of a JMAFCU Credit Card or Check Card*

Card Holder's Name \_\_\_\_\_  
Card Number \_\_\_\_\_

Member No. \_\_\_\_\_  
Phone No. \_\_\_\_\_

My card was (please check one):  Lost or stolen  In my possession

**Please select at least one check box in section 1, 2, 3 or 4 below. Your signature may be required for credit card disputes.**

- 1. I did not receive benefit from the unauthorized transaction(s), nor did I authorize anyone to use my card.
- 2. I authorized the transaction(s), however:  
**(For an authorized charge, please attempt to resolve your dispute with the merchant prior to completing this section and provide documentation on Page 2.)**
  - a. I cancelled the transaction (reoccurring) on \_\_\_\_\_.  
*(Please provide documentation on Page 2.)*
  - b. The amount of the transaction was incorrect.  
The charge was for \$\_\_\_\_\_ and it should have been \$\_\_\_\_\_.
  - c. The date of the transaction is incorrect. I was charged on \_\_\_\_\_ and it should have been processed on \_\_\_\_\_.
  - d. The merchandise I received was not as described. Describe the merchandise you were to receive and how it differed from what you ordered or contracted for. Attach documentation (i.e. copies of sales drafts, emails, contracts) to support your claim.
  - e. I did not receive credit for a returned item. I contacted the merchant on \_\_\_\_\_ (date). *(Please provide more details on Page 2.)*
  - f. I was charged two or more times for the same transaction:  
Date and amount of 1<sup>st</sup> transaction: \_\_\_\_\_  
Date and amount of 2<sup>nd</sup> transaction: \_\_\_\_\_  
Other transaction dates (if applicable): \_\_\_\_\_
- 3. I did not authorize the transaction(s). *(Please provide more details on Page 2.)*  
Unauthorized Transactions: \$\_\_\_\_\_ Date(s) \_\_\_\_\_  
*Total Amount*
- 4. ATM Dispute:  
Date and time of the transaction: \_\_\_\_\_ Amount: \$\_\_\_\_\_  
Location of the transaction: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Processed by: \_\_\_\_\_

Branch: \_\_\_\_\_

