

LVFCU CHECK CARD DISPUTE FORM

Please complete this dispute form regarding your inquiry on your statement. You must provide a copy of the statement showing the disputed transaction and you must complete all areas marked as **Required**. Upon receipt of this letter, we will take the necessary action to resolve this dispute and will correspond with you in writing.

**Cardholder information (Required)**

Check Card Account Number \_\_\_\_\_ Account # \_\_\_\_\_  
Cardholder Name \_\_\_\_\_  
Cardholder Address \_\_\_\_\_  
Cardholder Telephone Number \_\_\_\_\_

**Transaction information (Required)**

Merchant Name \_\_\_\_\_  
Merchant Location \_\_\_\_\_  
Transaction amount \_\_\_\_\_ Transaction Date \_\_\_\_\_  
Amount of Dispute \_\_\_\_\_ (if a amount of dispute is different from  
transaction amount, please explain.)

**Did you attempt to resolve the dispute with the merchant? (Required)**

- Yes - Spoke with \_\_\_\_\_ on (date) \_\_\_\_\_  
Merchant's response \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- No - Reason merchant was NOT contacted \_\_\_\_\_  
\_\_\_\_\_

**Reason for dispute (Required-check all the boxes that apply to your dispute):**

- I did not authorize the above transaction(s), however the card was in my possession.
- At the time of the transaction, the card was LOST. Date Lost \_\_\_\_\_  
Date you reported the card lost and closed the account? \_\_\_\_\_
- At the time of the transaction, the card was STOLEN. Date Stolen \_\_\_\_\_  
Date you reported the card stolen and closed the account? \_\_\_\_\_
- I have a dispute with an ATM transaction. (Receipt must be attached for ATM disputes.)
- ◇ I acknowledge participation in the ATM transaction, but I did not receive any funds.
  - ◇ I acknowledge participation in the ATM transaction, but I only received a portion of funds. I requested \$ \_\_\_\_\_, but only received \$ \_\_\_\_\_.
  - ◇ I acknowledge participation in the ATM transaction, but it was posted twice.

List the date the financial institution was notified of the billing error. \_\_\_\_\_

◇ I cancelled **services** or **merchandise** (circle one), but was still billed for the transaction.

Date of cancellation (**Required**) \_\_\_\_\_

Reason for cancellation \_\_\_\_\_

Spoke with \_\_\_\_\_

Cancellation Number (**Required for hotels & car rentals**) \_\_\_\_\_

◇ I returned merchandise, and have not received a credit. (**Attach credit or return receipt.**)

Date returned \_\_\_\_\_ Date received by merchant \_\_\_\_\_ RMA# \_\_\_\_\_

Shipping company name \_\_\_\_\_ Shipping/tracking # \_\_\_\_\_

Address shipped to \_\_\_\_\_

Who signed for the package? \_\_\_\_\_

◇ I have a credit voucher, letter of intent to credit, or a refund acknowledgment that has not posted. (If available, please attach copy.)

Date of credit \_\_\_\_\_ Any invoice/receipt number of the credit \_\_\_\_\_

◇ I did not receive **merchandise** or **services** that I ordered. (circle one)

What was the expected date of receipt for the merchandise or services? \_\_\_\_\_

◇ I paid for the purchase using another method. (You are **Required** to attach proof. i.e. a front and back of a cancelled check, or a copy of statement showing another card was used.)

◇ My dispute is about the quality of services or merchandise that I received. (circle one) Use the following space to describe one or more of the following: (required)  
Has the merchandise been returned? \_\_\_\_\_ (if yes, also complete the returned merchandise section of this form. If no, explain why on the lines provided below.) If your dispute is about the differences between what was ordered and what was received, please provide a detailed explanation. Was the product defective? Why was item unsuitable for your needs?

\_\_\_\_\_  
\_\_\_\_\_

Please attach any type of agreement or contact that you may have with this merchant. If you have any other documents that may be pertinent to your dispute please send a copy.

Please provide any other details that may be relevant to your dispute.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Signature \_\_\_\_\_ (**Required**) Date \_\_\_\_\_

Return this dispute form and other documents to:

Lehigh Valley Federal Credit Union  
2218 Walbert Avenue  
Allentown, Pa 18104-1439