



Card Holder Disputed Item Statement

Name:	Personal Phone:
Address:	Work Phone:
	Account Number:
Email Address:	Card Number:

Type Of Loss: (Mark One)

- Lost
 Stolen
 My card was in my possession at the time the transaction occurred.

I have examined the charges on my credit card and question the following transaction(s) –
 (Attach additional sheets if necessary)

Merchant Name	Transaction Amount	Transaction Date

The following explains my dispute

- I received a price adjustment slip (credit slip) on the above transaction and it has not appeared on my statement. I have included a copy of the credit slip.
- I certify that only one transaction was made with the above referenced merchant. On my statement, the same merchant has processed a second charge to my account, which I neither participated in nor authorized.
- I certify that I participated in the above transaction, but have not received the merchandise. (Describe your attempts to resolve the matter with the merchant as well as the expected date of delivery on the additional space provided.
- I certify that I participated in the above transaction, but have returned the merchandise/canceled services on _____(date) per the merchant's instructions and have not received credit. Enclosed is a copy of the signed return receipt (if applicable).
- I contacted the merchant on _____and canceled the monthly recurring transaction.

I contacted the merchant on _____ and canceled my reservation.
(Please provide full details on the additional space provided.)

The cancellation number is _____

I was not given a cancellation number.

I was charged for a hotel room that I neither made the reservation for, nor authorized the reservation to be made for me.

The shipped merchandise I received is defective. (Describe in the additional space the defect or damage and attempts to return the merchandise, and the merchant's response.)

The merchandise/services were not as described. (If purchase was made over the phone please indicated what was not as described. Otherwise, please provide written documentation as to what was not as described. i. e.: color, quantity, etc..)

I would like a copy of the sales draft (reason for request)

I certify that the charge(s) was (were) not made by me or by a person authorized by me to use my card, nor were the goods or services represented by the above transaction received by myself or by a person authorized by me.

Other - describe below. Descriptions of transactions should be typed or written clearly. Attach additional sheets if necessary.

Signed (Card Holder): _____ Date: _____

Comments: _____

In the event that VISA rejects this dispute or finds in the favor of the merchant Jordan Credit Union reserves the right to reverse any provisional credits that are given.

Received by: _____ (JCU Employee ID)