

# Electronic Fund Transfer Dispute

TELLER ONLY

Today's Date \_\_\_\_\_ Member's Name \_\_\_\_\_

Member Number \_\_\_\_\_ Card Number \_\_\_\_\_

Merchant's Name \_\_\_\_\_

Disputed Amount \_\_\_\_\_ Date of Transaction \_\_\_\_\_

Date of Notice (when member contacted institution) \_\_\_\_\_ Written  Oral

If notice was oral, was written confirmation received within 10 days? Yes  No

## MEMBER EXPLANATION OF DISPUTE

Have you attempted to resolve this dispute with the Merchant? \_\_\_\_\_

If unable why were you unable to contact the Merchant? \_\_\_\_\_

What was the date you contacted the Merchant? (Member has to contact company after it hit. Unable to send adjustment until member calls and tries to resolve with company)

\_\_\_\_\_

What was the Merchant's Response? (Give Detailed Information) \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Did you have the card in your possession? \_\_\_\_\_

Could anyone else have made the charges to your account? \_\_\_\_\_

Member Signature \_\_\_\_\_



**Internal Use Only**

Was investigation completed within 10 Business Days of Notice?      Yes      No

If not, was provisional credit given to customer for disputed amount?      Yes      No

Error found (Brief Explanation) \_\_\_\_\_

Was error corrected within 1 Business Day      Yes      No

Was notice or correction sent to the member including final credit?      Yes      No

No error found

Was notice sent to member of funding including right to documents?      Yes      No

Date Sent \_\_\_\_\_

Was notice sent if provisional credit was debited and third party and ACH transfers honored for 5 Business Day without overdraft charges?      Yes      No

Date Sent \_\_\_\_\_