



Cardholder Statement of Disputed Item – Non-Fraud
****One Transaction Per Form****

Card Number: _____

Tran Date:	Tran Amount:	Merchant:	Case No:
	\$		

I am disputing the above charge due to the following reason (**check only one reason**):

Cancellations

On (date) _____ I canceled the (check one) service merchandise because: _____
_____.

Returns

On (date) _____ I returned the merchandise because: _____
_____.

Return Method (check one):

In person Fed-Ex UPS DHL USPS Other, Specify: _____.

Processing Errors

I did not receive (check one) service merchandise that was to be provided on (date): _____.

The amount billed is incorrect. I have enclosed a copy of my sales slip. The correct amount is \$ _____.

The charge listed above was paid previously by another method. I am enclosing proof.

I have not received a credit to my account for the transaction listed. I have enclosed a copy of the credit receipt that was issued.

The charge listed was a single transaction but posted _____ times to my account.

Travel and Entertainment

I am disputing a guaranteed reservation service and no show charge. My reservation date was for (date) _____.

The cancellation number is _____ and the date of the cancellation was _____.

I am disputing the above vehicle rental charges for \$ _____. I returned the vehicle on _____.

ATM Dispute

I am disputing the listed ATM withdrawal. I have explained the details in the section below.

To process any of the disputes above, the following information MUST be provided.
(If the following information is not completed, any provisional credit may be reversed.)

I attempted to resolve the dispute on (date) _____ and spoke with _____

The merchant/institution's response to my attempt was: _____

Signature: _____ Date: _____

Contact Phone Number: _____

Completed forms can be returned by fax, mail, or be hand delivered to one of our branches.

➤ Fax • (912) 629-4055

➤ Mail to • GHFCU Member Services, PO Box 1920, Savannah, GA 31402