



my card for my life

Ref number: \_ \_ \_ \_ (This is the last four digits on your MYCU Debit Card. Please do not leave blank)

Thank you for your recent communication where you alerted us to a transaction(s) you would like to query and dispute. Please read this letter, it lists the action we need you to take and also lets you know what we do to process an investigation.

### **What happens now?**

In order for us to investigate this fully, we need you to complete the enclosed form.

Please don't forget to sign and date the form and include any other supporting documentation you have. Your completed form needs to be sent back to us **within 10 days** from the date of this letter.

Please be advised, should we not receive the enclosed form back within the stated 10 days, we will assume you no longer wish to pursue this matter and close the investigation.

### **What happens next?**

Please note, the merchant, shop or retailer will be given the opportunity to defend this dispute; this process provides them with up to 45 days to respond, we would therefore ask that you allow the full time to pass before chasing up an open dispute case with us.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

**Dispute Team**

Customer name: \_\_\_\_\_

Card number: \_\_\_\_ (The last four digits on your MYCU Debit Card. Please do not leave blank)

Please tick one scenario to confirm the reason for the dispute or that it is resolved;

I now recognise the transaction or have resolved with the merchant and the dispute can be closed.

I authorised a transaction for [ ] on [ ]. It appears to be duplicated / for the wrong amount.

I have not received the goods / services paid for. They were expected on [ ]

- I have attempted to resolve this with the merchant, my last contact was on [ ]
- Please provide copies or receipts showing the expected service or delivery date and your attempts to resolve with the merchant
- What was the item you purchased? please provide as much detail as possible

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

The goods / services I paid for were damaged, defective or not as described. I returned the goods on [ ]

- I have attempted to resolve this with the merchant, my last contact was on [ ]
- Please provide evidence that the goods were unsatisfactory and that an attempt to return was made.

I attempted to withdraw cash from an ATM and did not receive the correct funds.

- Amount requested [ ] Amount that was **not** received [ ]

**Please provide any copies of documentation such as emails or receipts that you feel will support your claim.**

I did not apply for this card; however, it is in my name and registered to my address.

I have not authorised or participated in the transaction(s) listed on the following page:

- Do you still have possession of the card? Yes:  No: 
  - If not; was the card; Card not received:  Lost:  Stolen:
- Was the card the only item stolen? Yes:  No:

If no; please detail; \_\_\_\_\_

\_\_\_\_\_

- Do you remember where the PIN was kept? Yes:  No:

If yes or other; please detail; \_\_\_\_\_

\_\_\_\_\_

- Have any family members ever used the card in the past? Yes:  No:

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

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

