

Transaction Dispute Form

NB. For all MYCU transaction dispute cases, you must provide proof that you attempted to resolve the issue directly with the retailer, supplier, or company, along with a detailed letter setting out the nature of the dispute.

Credit Union _____

Member Full Name _____

Card No (Last 4 digits only)

Merchant Name _____

Transaction Date 2 0
dd/mm/yyyy:

Transaction Amount € _____

1. Duplicate Transaction

No documentation required, however please tick this box to confirm

2. I didn't get the goods/services that I ordered

(Please supply all items listed below and tick box to confirm item required is attached)

- Proof that you tried to resolve this matter with the merchant
- Copies of receipts/invoices/email confirmation/tickets (if none available please confirm in writing)
- Copy of Liquidation notice or proof that you will not receive the merchandise (emails/letter from merchant)

3. I received goods or services that were damaged or not as described

(Please supply all items listed below and tick box to confirm item required is attached)

- Proof that you have tried to resolve this matter with the retailer
- Copies of receipts/invoices/confirmations/tickets (letters/emails)
- Proof that the goods were returned to the retailer (registered postage receipt) or proof that the service was cancelled/rejected by you in writing
- The website address from which the goods were purchased if applicable. If no invoice available please confirm in writing

4. A refund I was promised was not processed after 60 days

(Please supply all items listed below and tick box to confirm item required is attached)

- Proof of promise of refund including the amount and when it was to be carried out

5. I do not recognise a transaction

- Proof of your effort to resolve the matter with the merchant, e.g., copy of emails or letters between you & merchant

Does not apply to Chip & PIN verified transactions or 3D Secure

6. I cancelled a transaction with a retailer and keep getting charged

(Please supply all items listed below and tick box to confirm item required is attached)

- Proof of cancellation in order to charge an item back, i.e., emails

7. Other, e.g., Car Rental, incorrect funds disbursed from ATM

(Please supply all items listed below and tick box to confirm item required is attached)

- Proof that you have tried to resolve this matter with the merchant
- Copies of receipts/invoices/confirmation/Rental Agreement (letter/emails etc.)

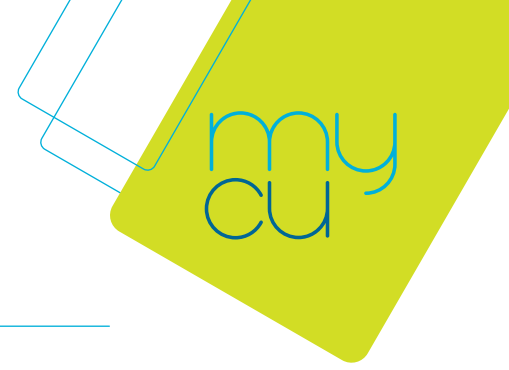
There are strict guidelines in Mastercard's* rules about disputes. You should raise any dispute within 60 days of the transaction to give enough time for your dispute to be processed and investigated. If outside 60 days it is not possible to guarantee that your dispute will be processed. You will be contacted during the course of an investigation if more information is needed.

I confirm that all the information provided is true. I have not given my card to anyone else or colluded with anyone to undertake this transaction on my behalf. I have no objection to a full investigation being made with the named company and I have no objection to An Garda Siochana involvement, should this prove to be necessary.

Signature Date

Please return the completed form and supporting documentation to your Credit Union

Transaction Dispute Form Additional Transactions



Credit Union _____

Member Full Name _____

Card No (Last 4 digits only)

Merchant Name _____

Statement Date	Transaction Date	Merchant	Value	Misc/Ref

If additional transactions are to be queried, please include the details above or on an additional page. Please sign and date each page.

I confirm that all the information provided is true. I have not given my card to anyone else or colluded with anyone to make this transaction on my behalf. I have no objection to a full investigation being made with the named company and I have no objection to An Garda Siochana involvement, should this prove to be necessary.

Signature

Date

Please return the completed form and supporting documentation to your Credit Union