

Cardholder Letter

Cardholder Name _____ **Day time phone number** _____

Today's Date _____ Card Number _____

Transaction date	Dollar amount	Merchant Name
_____	_____	_____
_____	_____	_____
_____	_____	_____

**Detailed explanation of
"WHAT" transpired**

"WHY" disputed

"HOW" tried to resolve with merchant

Merchant name _____

Have you ever engaged in services from this merchant (circle one) Yes No

Dates merchant was contacted _____

Outcome of conversation _____

If cancelled by phone

Provide phone number _____

Provide persons name spoken with _____

Provide date of cancellation _____

If cancelled by fax or letter

Provide copies of letter and fax confirmation _____

Provide copies of contracts/receipts _____

Return product and supply proof of return _____

Type of card loss:

- Lost
- Stolen
- Never received
- Card in my possession

Date cardholder discovered loss _____ **Date reported to CU** _____

HOW DID YOU LEARN OF THE LOSS? _____

CARDHOLDERS SIGNATURE _____ **Date** _____