

ATM/DEBT Card Disputes

Member Name: _____ Daytime Phone: (____) _____
Card Number: _____ Home Phone: (____) _____
Address: _____ Work Phone: (____) _____
_____ Cell Phone: (____) _____
E-Mail Address: _____
(Form must be completed in full or there may be a delay in processing.)

If a transaction appears on your statement that you believe is an error, and you have been unable to resolve the situation with the merchant, please complete and sign a copy of this form **using blue or black ink**. For ATM/Debit card transactions, the Credit Union must receive this form within 60 days of the closing date as printed on your statement. For MasterCard credit card transactions, we must receive the form no later than 60 days after we sent you the first bill on which the error or problem appeared. Please include a copy of your statement highlighting the disputed transactions and send to: Kimberly Clark Credit Union, 1520 N Second St., Memphis, TN 38107 or fax to 901-521-4644.

Transaction Amount _____ Transaction Date _____
Post Date _____
Disputed Amount _____ Transaction Date _____
Post Date _____
Merchant Name _____

I contacted the Merchant on _____ in an attempt to resolve this dispute.

- I certify that the charge(s) listed above were not made by me or a person authorized by me to use my card. In addition, neither I, nor anyone authorized by me received the goods or services represented by this charge.
- I certify that I did not participate in nor authorize the above referenced mail order or telephone order transaction(s). I understand that no signed or imprinted sales slip copy is available for verification purposes.
- Although I did participate in a transaction with the merchant, I was billed for _____ transaction(s) totaling \$ _____ that I did not participate in, nor did I authorize anyone else to use my card. I do have all my cards in my possession. Enclosed is a copy of my sales slip for the valid charge.
- I have not received the merchandise. Expected date of delivery was _____. I contacted the merchant on _____ and the merchant's response was _____.
- I have returned merchandise on _____ because _____.
- The attached credit slip was listed as a charge on my statement.
- I was issued a credit slip for \$ _____ on _____ which did not appear on my statement.

