

DEBIT CARD DISPUTE QUESTIONNAIRE

This form does not apply to fraud claims.

Date: _____

Member Name: _____

Member Number: _____

QUESTION	COMMENT	ANSWER
Have you contacted the merchant?	The merchant must be contacted before a dispute can be filed. If the merchant has said they will correct the issue, you must allow 15 days for the issue to be resolved before filing a dispute.	
What is the date the merchant was contacted?	Be as precise as possible.	
How was the merchant contacted?	Describe the means used such as a phone, email, or other mode of communication.	
Who did you speak with?	Provide the department or individual's name if you have it.	
What was the merchant's response?	Be as detailed as possible.	
Was this transaction for merchandise or a service?	Be as precise as possible and if both indicate "both".	
Please describe the merchandise and/or service.	Provide as much detail as possible.	
When was the expected delivery/service date?	Be as precise as possible.	
Do you have a copy of any receipts or correspondence from the merchant?	Please include your receipt(s) and any correspondence etc., with your dispute.	

MECU REPRESENTATIVE _____ Date _____