

## MEMBER'S WRITTEN STATEMENT For VISA Debit Card Dispute

If you have had ANY past business with this merchant, please fill out this form to file a VISA Debit Card dispute

Member's Name: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Your Address: \_\_\_\_\_

Daytime Phone Number: \_\_\_\_\_ Date of Transaction: \_\_\_\_\_

Amount of Transaction: \_\_\_\_\_ Debit Card Number Used: \_\_\_\_\_

Where did the transaction take place?  Phone Order  Internet  Store

Merchant's Name: \_\_\_\_\_

Address: \_\_\_\_\_

Merchant's Web Site Address: \_\_\_\_\_ Merchant's Phone: \_\_\_\_\_

Have you made contact with the merchant?  Yes  No

If no, please try to resolve the dispute before further action can be taken.

If yes, (1) date contact made: \_\_\_\_\_; (2) name of merchant personnel: \_\_\_\_\_;

(3) what was the nature of the discussion and were there any resolutions offered? \_\_\_\_\_

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

Was this transaction cancelled at any point? If yes, when did you cancel and what is the cancellation number?

Date: \_\_\_\_\_ Cancellation Confirmation No. \_\_\_\_\_

If you have any documents related to the dispute, please make copies and attach.

- Refund Receipt       E-mails       Letters To Merchant  
 Sales Draft       Contract       Postage Paid Receipt For Returning Item

Please explain the circumstances surrounding this transaction. \_\_\_\_\_

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

Cardholder's Signature: \_\_\_\_\_