

VISA CHECK / ATM CARD DISPUTE FORM

NORTHERN SCHOOLS  
FEDERALCREDIT UNION

CARDHOLDER NAME \_\_\_\_\_TODAYS DATE \_\_\_\_\_

ADDRESS \_\_\_\_\_CITY \_\_\_\_\_STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

PHONE NUMBER \_\_\_\_\_CARD# \_\_\_\_\_

TRANSACTION DATE \_\_\_\_\_ POST DATE \_\_\_\_\_

MERCHANT NAME: \_\_\_\_\_ LOCATION: \_\_\_\_\_

AMOUNT REQUESTED \_\_\_\_\_ AMOUNT RECEIVED \_\_\_\_\_

AMOUNT CHARGED \_\_\_\_\_CARDHOLDER SIGNATURE \_\_\_\_\_

EACH TRANSACTION MUST BE LISTED ON A SEPARATE FORM

**I would like to dispute the above amount for the following reason:**

- I HAVE CONDUCTED BUSINESS WITH THIS MERCHANT IN THE PAST BUT I DID NOT AUTHORIZE THIS TRANSACTION.
- I HAVE BEEN OVERCHARGED.
- THE TRANSACTION POSTED TWICE TO MY ACCOUNT.
- I NEVER RECEIVED THE MERCHANDISE I ORDERED BUT MY ACCOUNT WAS CHARGED.
- MERCHANDISE WAS RETURNED BUT I DID NOT RECEIVE MY CREDIT.

**PLEASE STATE THE STEPS ALREADY TAKEN TO RESOLVE THIS DISPUTE WITH THE MERCHANT:**

**TO AVOID DELAYS:**

Fill out form COMPLETELY.

**LIST ALL STEPS TAKEN TO RESOLVE THIS DISPUTE WITH THE MERCHANT BEFORE RETURNING THIS FORM.**

Fax form to Call Center at 907-459-5996. Or mail form to 1417 Gillam Way, Fairbanks, AK 99701.

There is a \$10.00 fee to dispute an Alaska Cache/Pocket Cache Card Visa purchase.



PROVISIONAL CREDIT AMT \_\_\_\_\_

DATE GIVEN \_\_\_\_\_