



DISCREPANCY ON YOUR ACCOUNT? LET US KNOW!

OVERSEAS MEMBERS MUST SUBMIT A CERTIFIED COPY OF THEIR IDENTIFICATION ALONG WITH THE COMPLETED FORM.

Complete the details below and return in branch or email to cardqueries@bpwccul.bb

ACCOUNT No.:

1. MEMBER INFORMATION

MR.	MRS.	MS.	LAST NAME:		
FIRST NAME:			MIDDLE NAME(S):		
DATE OF BIRTH (mm/dd/yyyy)			NATIONAL REGISTRATION NO:		
PERMANENT ADDRESS STREET/AVENUE:					
CITY/TOWN:			Parish/State:		
ZIP/POSTAL CODE:			Country:		
TELEPHONE NO: Work:			Ext:		
Home:			Mobile		
CARD NUMBER:					

2. TRANSACTION INFORMATION

MERCHANT/ATM LOCATION	TRANSACTION DATE	TRANSACTION AMOUNT

3. DISPUTE DETAILS

Check one box and include a separate list of merchant names, transaction dates etc. if disputed amounts cannot fit above. Please enclose all documentation (invoices, receipts, emails/letters to merchant) relating to the disputed transaction(s).

I did not authorise this (these) transaction(s) and no one had my permission to complete this (these) purchase(s).
I was charged twice three times for the same transaction.
The amount of the transaction was altered from \$ to \$ Attached is a copy of my slip showing the correct amount.
I paid for this transaction using another method and not my card. My proof is attached.
I have not received the goods/services paid for. I have not been able to resolve this issue with the merchant. Attached are the details of my attempt to resolve.

My card was declined or the transaction was not completed. I have not been able to resolve this issue with the merchant. Attached are the details of my attempt to resolve.

3. DISPUTE DETAILS

I returned the goods/cancelled the services but have not been refunded by the merchant. I have not been able to resolve this issue with the merchant. Attached are details of my attempt to resolve.

I previously cancelled my subscription/membership with the merchant but my card is still being charged. Attached is my cancellation notice to the merchant and an explanation of my attempt to resolve with the merchant.

A refund from the merchant has not been posted to my account. Attached is a copy of the refund and details of my attempt to resolve with the merchant.

A refund from the merchant has been posted to my card as a purchase. Attached is a copy of the refund.

The goods received were damaged/defective and they have been returned.

I have not been refunded by the merchant and I have not been able to resolve this issue with the merchant. My explanation is attached.

I cancelled my hotel reservation on _____ and was given cancellation code _____. Attached is an explanation of my attempt to resolve with the merchant.

The merchant has provided/attempted to provide goods/services that did not match the original description. Attached is a detailed description of the goods/services expected and evidence of what was received/offered.

I attempted to withdraw cash from the ATM but did not receive it/I only received \$ _____ of \$ _____

My deposit is not recorded on my account.

4. CERTIFICATIONS

- ☐
- I acknowledge that my photograph may be required to assist in the investigation of my claim.
- ☐
- I acknowledge my card must be changed once a report of fraud or unauthorised usage is made.
- ☐
- I acknowledge that Barbados Public Workers' Co-operative Credit Union Limited reserves the right to reclaim funds if anything on the above report proves to be intentionally false.

SIGNATURE:

DATE:

INTERNAL USE ONLY

REFERENCE NUMBRER:

