

DISPUTE FORM DEBIT MASTERCARD

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.:	

MR.	MRS.	MS.	LAST NAME:			
IRST NAMI	E:		MIDDLE N	AME(S):		
DATE OF BI	RTH (mm/c	dd/yyyy)	NA	IONAL REGISTRA	TION NO:	
PERMANEN	IT ADDRESS	STREET/AV	ENUE:			
CITY/TOWN	l:			Parish/State:		
ZIP/POSTAL CODE:				Country:		
TELEPHONI	E NO: Work	k:		Ext:		
	Hom	e:		Mobile		
CARD NUM	BER:					
2. TRANS	ACTION II	NFORMA	TON			
MERCH	HANT/ATM L	OCATION	TRANSACTION	DATE	TRANSACTION AMOUNT	
. DISPUT	E DETAIL	S				
			te list of merchant names, transact voices, receipts, emails/letters to r			
I did not	t authorise	this (these) transaction(s) and no one had	my permission t	o complete this (these) purchase(s).	
I was ch	arged	twice	three times for the same transa	ction.		
The amo	ount of the	transactio	n was altered from \$	to\$		
			owing the correct amount.			
-	r this trans f is attached		g another method and not my o	ard.		
			/services paid for. I have not be	en able to resolv	e this issue with the merchant.	
My card	was declin	ned or the t	ransaction was not completed.			
I have no	ot been ab	le to resolv	e this issue with the merchant.			
Attached	d are the det	tails of my a	ttempt to resolve.			

3. DISPOTE 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	
INTERNAL COL ONE!	
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