

## 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.:	

1. MEMBER INFORMATION		
MR. MRS. MS. LA	ST NAME:	
FIRST NAME:	MIDDLE NAME(S):	
DATE OF BIRTH (mm/dd/yyyy)	NATIONAL REGISTRAT	TION 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 DATA	TRANSACTION AMOUNT
Please enclose all documentation (invoices	of merchant names, transaction dates etc. if dis is, receipts, emails/letters to merchant) relating saction(s) and no one had my permission to	to the disputed transaction(s).
I was charged twice three	times for the same transaction.	
The amount of the transaction was  Attached is a copy of my slip showing		
I paid for this transaction using and My proof is attached.	ther method and not my card.	
I have not received the goods/serv Attached are the details of my attemp	ices paid for. I have not been able to resolve to resolve.	e this issue with the merchant.
My card was declined or the transa I have not been able to resolve this Attached are the details of my attemp	issue with the merchant.	

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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