



Plastic Card Dispute – Charge Posted – BUT – Paid By Other Means

Member Name: _____ Member #: _____

Card Number: _____

(The individual listed on this plastic card must be the one to complete this form)

Although I've participated with the merchant/company below, I've paid for this product by other means (i.e. Check, Cash or another Credit Card or Check Card). I understand that I MUST SHOW PROOF OF PAYMENT to charge the item back under the Card Network Rules and Regulations.

On ____ / ____ / ____ (Date), my account was charged by _____
_____ (Name of Merchant/Company) for _____

(describe the merchandise or write in "see attached Purchase Order") for \$ _____ (amount of purchase).

On ____ / ____ / ____ (Date), I spoke with _____ (Name of individual who works at Merchant/Company) and they said the following:

(Note: Please be certain that you are completing the correct form. An inaccurate form will delay or possibly cause Hanscom Federal Credit Union to dispute for the wrong reason and lose the case, ultimately causing a loss to you.)

I need to request a charge back on the above charge(s) as the merchant is not willing or able to assist me as explained above.

➤➤ Please provide a daytime telephone number you can be reached at: _____ <<

Please credit my account for the above charge(s).

➤➤ Signature: _____ Date: _____ <<

Please bring this completed form to a local branch or you may fax this form to Card Services at 978-952-8533.