



Plastic Card Dispute – Non-Receipt of Merchandise or Service

Member Name: _____ Member #: _____

Card Number: _____

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

Please contact the merchant regarding the non-receipt of merchandise or service prior to completing this form.

I understand that the merchant has up to 30 days to provide credit to my account or provide me with the merchandise or service ordered. If I receive the merchandise or service, I will contact Hanscom Federal Credit Union and advise them of the receipt of the merchandise or service; otherwise, if no credit has been received by the merchant within 30 days, Hanscom Federal Credit Union will charge back the disputed merchandise or service amount on my behalf with provisional credit given at that time.

On ____ / ____ / ____ (Date), I ordered/purchased _____

(describe the merchandise/service or write in "see attached Purchase Order") from _____

_____ (Name of Merchant/Company) 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.)

Due to the lack of merchandise/service or credit, and the wait of 30 days per Card Network Regulations, I am now requesting a charge back on the charge(s) above as "Non-Receipt of Merchandise or Service".

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

Please credit my account for the full amount listed above.

➤➤ Signature: _____ Date: _____ <<

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