



**International Airline Employees  
Federal Credit Union**

138-44 Queens Blvd, Suite 1B, Briarwood, NY 11435  
Phone: (718)525-5903, Fax: (718)525-8958, www.iaefcu.org

### Cardholder Disputed Item Statement

Name \_\_\_\_\_ Home/Cell Phone \_\_\_\_\_

Address \_\_\_\_\_ Work Phone \_\_\_\_\_

\_\_\_\_\_ Card Number \_\_\_\_\_

I have examined the charges on my credit card and question the following transaction(s):

Merchant Name	Amount	Transaction Date
_____	_____	_____
_____	_____	_____

The following explains my dispute (check items that are applicable):

- I certify that the charge above was not made by me or by a person authorized by me to use my card, nor were the goods or services represented by the above transaction received by myself or by a person authorized by me.
- The amount of the sales slip was increased from \$ \_\_\_\_\_ to \$ \_\_\_\_\_. Enclosed is a copy of the sales slip prior to the alteration.
- The credit slip was listed as a sale on my statement. I have included a photocopy of the credit slip.
- I received a price adjustment (credit slip) on the above transaction and it has not appeared on my statement. I have included a photocopy of the credit slip.
- I certify that only one transaction was made with the above referenced merchant. On my statement, the same merchant has processed a second charge to my account, which I neither participated in nor authorized. Also, my card was in my possession at the time of the second transaction.
- I certify that I participated in the above transaction, but have not received the merchandise. I contacted the Merchant on \_\_\_\_\_ to notify them I had not received the merchandise.
- I certify that I participated in the above transaction, but have returned the merchandise/cancelled services per merchant instructions and have not received credit. Enclosed is a copy of the signed return receipt. (If applicable)
- I contacted the merchant on \_\_\_\_\_ and cancelled the recurring membership/insurance.
- I contacted the merchant on \_\_\_\_\_ and cancelled my reservation.
  - My cancellation number is \_\_\_\_\_.
  - I was not given a cancellation number.
- A complete explanation is on an attached page.
- The merchandise/services were not as described. Attached is a description of the merchandise/services that were not as described. (If by phone, merchant's description, otherwise, provide receipt or other supporting documentation.)
- I received shipped merchandise that was received defective or unsuitable for the purpose sold and have attempted to return and \_\_\_\_\_.

Signed (Cardholder) \_\_\_\_\_ Date \_\_\_\_\_