

return the merchandise and the merchants response.

Cardholder Disputed Item Statement

Member Name:	Account #:								
ddress:				Cell/Daytime #:					
City, State, Zip:			Card Number:						
Email Address:	Type of Loss:	Lost	Stolen	Card was in my possession at the time the transaction(s) occurred					
I have examined the charges on my credit card and question the following transaction(s) (Attach additional sheets if necessary):									
Merchant Name:		Amoun	nt:	Transaction Date:					
The following explains my dispute. I certify the follow	wing:								
The following explains my dispute. I certify the following: Only one transaction was made with the above referenced merchant. On my statement, the same merchant has processed									
an additional charge to my account for the san									
I participated in the above transaction, but hav matter with the merchant as well as the expect									
I participated in the above transaction(s), but h instructions and have not received credit. Encl									
I contacted (or attempted to contact) the mercl Please provide details in comment section below		d the month	nly recurring	g transaction or my reservation.					
Date: Cancellation #:			l w	vas not given a cancellation #.					

The shipped merchandise I received is defective. Describe in the space below the defect or damage and attempts to

section the difference between what was expected and what was provided (ie. color, quantity/quality, etc.).

The merchandise/services were not as described. Please provide written documentation. Describe below in the comment

I certify that the charge(s) was/were not made by me or by a person authorized by me to use my card, nor were the goods or services for this/these transaction(s) received by myself or by a person authorized by me.

This reason should not be used for the following:

- Introductory or trial offers (cardholder must contact merchant, return product per merchant's return policy)
- Recurring transactions (previously authorized charges from the same merchant)
- Cardholder has or has had an account with the merchant (ie. Google, iTunes, Amazon, Comcast, etc.)

Other. Describe in the comment section below. Include any documents pertaining to the dispute. (ie. invoice, receipts, emails, text messages.)

When did you discover your card missing?	Date:		Time:	AM	PM					
Was your Personal Identification Number (PIN) written anywhere? Yes No										
Was your PIN with the card? Yes No										
Have you ever allowed anyone to use your card	? Yes	No	If yes, who a	and when?						
Where was the last ATM you used with your car		1	Date:							
Did you notify the police of the unauthorized use	? Yes	No								
Police Department: Repo			e #:							
Descriptions of the transactions should be typed or written clearly.										
ELECTRONIC FUNDS TRANSFER AFFIDAVIT										
By signing below, I certify that the information provided above is accurate to the best of my knowledge. I understand that video tapes and other evidence of the fraudulent/unathorized transactions may be turned over to the police for identification of the perpetrator. Willful violations of the Federal Electronic Funds Transfer Act Regulation E carry criminal penalties and conviction										
for fraudulent use of EFT services. Though all items submitted will be investigated, Cyprus cannot guarantee the return of funds.										
Cardholder Signature		Date								
For any questions or concerns about the information in this form, please contact Cyprus' Card Services department at 1-801-260-7600 x 5630 or email to cardservicesdept@cypruscu.com										
1 00 1 200-7 000 X 3000 OF CITIALI TO CATUSETVICE:	ла ср і сурі изс	a.com								

Operator Number:

Branch: