

To file a fraud claim, your card must be blocked immediately as lost or stolen.

Complete and return form to: CardDisputes@bhfcu.net or Card Services, PO Box 1420, Rapid City, SD 57709

YOUR INFORMATION

Member Number: 1906912 **Name:** Harley Glayzer **Card Number:** 4452160016060276
Phone: 6058583899 **City & State:** Rapid City SD **Email Address:** harleyglayzer@gmail.com

List all transactions to dispute below. Use page 3 if there are more transactions to list.

Transaction Date	Merchant Name	Amount	City/State (if applicable)
04/02/24	AMZN Mktp US*IH35O2IR3 Amzn.con	\$ 24.87	
		\$	
		\$	
		\$	
		\$	

SECTION 1: Start Dispute Process

- Do you recognize the transaction(s)? ☒ No ☐ Yes *(If yes, skip to Section 2)*
- Have you done business with the merchant previously? ☒ No ☐ Yes
 > If yes, is the transaction(s) listed in your app or account history with this merchant? (Example: CashApp, Walmart App, etc.) ☐ No ☐ Yes
- Did you sign up for a trial offer? ☒ No ☐ Yes *(If yes, skip to Section 2)*
- Did you attempt to contact the merchant? ☒ No ☐ Yes
 > Merchant's response: _____
- Have you allowed someone to use your card or card information? ☒ No ☐ Yes
 > If yes, please list the person(s): _____
- When did you notice the transaction(s)? Date: 04/04/24
- How did you notice the transaction(s)?
☒ Online Banking ☐ Statement ☐ Phone Call ☐ Text ☐ Other: _____
- Do you have your card in your possession? ☐ No ☒ Yes
- Was your card lost/stolen? ☒ No ☐ Yes
 > If yes, when did you notice? Date: _____
 > Please list the name and/or identity of the suspect(s) if known: _____
- When did you block your card? Date: 04/04/24
- Did you file a police report? ☒ No ☐ Yes If yes, please provide the case number: _____

SECTION 2: Non-Fraud Dispute

Did you attempt to resolve with the merchant?

☒ No ☐ Yes

> Merchant's response: _____

Choose the scenario that best describes what happened.

☐ **Cancelled Services:** I was charged for a transaction or trial subscription that I cancelled.

> What date did you cancel or attempt to cancel? _____

☐ **Credit Not Received:** I received a credit or voided transaction receipt that was not processed.

> What date were you promised credit? _____

> Please provide a credit confirmation # from merchant: _____

☐ **Merchandise Not As Described/Services Not As Described:**

I'm dissatisfied with the quality of the product or services I purchased.

MUST return or attempt to return merchandise prior to disputing.

> What did you purchase: _____

> Date you received merchandise or service: _____

> Describe why you are dissatisfied with the purchase: _____

> Date returned or attempted to return: _____

> Explain why purchase was not returned: _____

> Provide return authorization, cancellation and/or tracking number (if available): _____

☐ **Non-Receipt of Merchandise or Service**

MUST wait 30 days from date of purchase prior to disputing.

> What did you purchase: _____

> Date you expected to receive purchase: _____

☒ **Incorrect Amount:** I was charged a higher amount than expected.

> What amount should you have been charged: **\$0.00** _____

> Additional details (if applicable): **Did not buy anything** _____

☐ **Duplicate Charge:** The same card was charged more than once for the same transaction.

☐ **Paid by Other Means:** My card was charged, but I paid with another payment method.

MUST provide a copy of cash receipt, front and back of check or statement of other card used.

> Paid by: ☐ Cash ☐ Check ☐ Other: _____

> Other scenario, please explain: _____

Cardholder Signature: Harley Glayzer
*Harley Glayzer (Apr 6, 2024 14:41 MDT)

Date: 04/04/24

See page 3 in the Comments section to list any additional information that may assist in the dispute.

The investigation may require up to 90 days to complete. Provisional Credit may be provided within 10 business days after receipt of this claim. You may cancel this claim at any time by calling 605-718-1818 or toll free 800-482-2428. Please remember that you are still obligated to pay the portion of your bill on your credit card which is not part of your claim. If your card was blocked, remember to update any recurring billing or automatic payments you may have set up on this card to your new card number. Any person who knowingly presents a false or fraudulent claim for the payment of a loss is guilty of a crime and may be subject to fines and confinement in state prison.

[illegible]

Comments