

DISPUTE LETTER: CANCELLATION WITH MERCHANT

_____(Date)

Service Credit Union
PO Box 1268
Portsmouth, NH 03801

ATTN: Electronic Services Department - Chargebacks

8-DIGIT ACCOUNT # _____

16-DIGIT CARD # _____

On _____ (Date), I ordered _____ (merchandise - **see attached**

Purchase Order) from _____ (Name of merchant) for \$_____ .

*Please check the following that applies:

* _____I returned merchandise back to the merchant (***Must provide proof of return**) and it has been 30 days from the date.

* _____I have NOT received any merchandise/services from this merchant after proper cancellation.

On _____(Date), I spoke with _____(Name of Customer Service Rep.) and they said - _____

It's now been 30 days since the proper cancellation was done and they continue to bill my account. Due to the merchant not cancelling my account as indicated above, I wish to dispute the charges that posted after the 30 day period.

Sincerely,

PRINT Cardholder's Name

Cardholder's Signature

(NOTE: I will be watching my account for any further charges from this merchant and will contact Electronic Services Department at 1-800-936-7730 Ext 3620 to verbally advise further charges have posted as my dispute letter can be used again against the same merchant.)

*Please bring letter to local branch office or fax to Electronic Services at 603-422-8458.