

Questions for Debit Card Disputes

1. Is today the first time you have reported the transaction?
2. Did you participate in the transaction?
3. Is this transaction related to a previous transaction with this merchant.(For example- a free trial or ongoing subscription)
4. Have you conducted business with this merchant/used this ATM in the past?
5. Was card blocked?
6. Do you have possession of the card at this time?
7. Date card was last used.
8. Were your card and pin stored together?
9. Have you given anyone else permission to use card/pin?
10. Did you file a police report?
11. Do you have additional information/documentation?
12. Please provide a brief explanation if you attempted to contact merchant for credit. Provide date, time, name of person you spoke to and confirmation #.