# Debit Card Dispute Questionnaire

**Name: _____ Debit Card No: _____**

**Home Phone: _____ Cell Phone: _____**

| **Circle Yes or No to the questions below:** | **Yes or No** |
|---|---|
| Is the debit card currently in your possession? | ☐ ☐ |
| If no, have you reported the card lost/stolen? | ☐ ☐ |
| Was the amount of the transaction(s) less than $20? | ☐ ☐ |
| Are you familiar with the merchant(s)? | ☐ ☐ |
| Have you conducted business with this merchant before? | ☐ ☐ |
| Did you provide the merchant with your debit card number? | ☐ ☐ |
| Did you accept terms and conditions with this merchant? | ☐ ☐ |
| Has the transaction(s) cleared your account? | ☐ ☐ |
| Have you attempted to contact the merchant? (If no, please instruct member to contact merchant before filing a dispute.) | ☐ ☐ |
| Was credit applied to your account from the merchant? (If no and the member has attempted to contact the merchant with no success, fill out the debit card dispute form.) | ☐ ☐ |