

\_\_\_\_\_  
Customer Name\_\_\_\_\_  
Date\_\_\_\_\_  
Customer Address (Street / City / State / Zip)\_\_\_\_\_  
Primary Phone Number     Cell     Home\_\_\_\_\_  
Secondary Phone Number     Cell     Home     Work\_\_\_\_\_  
VISA / ATM Debit Card Number\_\_\_\_\_  
Date of First contact     In Person     By Phone     In Writing\_\_\_\_\_  
Debiting Merchant or ATM Bank name and location\_\_\_\_\_  
DDA Account Number\_\_\_\_\_  
Transaction Date    \_\_\_\_\_  
Transaction Amount    Card Present:     Yes     No**Customer Conversation with Debiting Merchant**\_\_\_\_\_  
Spoke with    \_\_\_\_\_  
Number Called    \_\_\_\_\_  
Date Called    \_\_\_\_\_  
Time Called**Customer Dispute**\_\_\_\_\_  
Customer Signature    \_\_\_\_\_  
Date\_\_\_\_\_  
Employee Signature    \_\_\_\_\_  
Date