



Visa Card Fraud & Disputes

Follow these instructions for reporting a lost/stolen card, filing fraud and/or charge disputes on your DATCU Visa Card:

1. Contact the Visa Cardholder Helpline to speak with a Visa Fraud Center representative:
940-387-8585; follow the prompts for Debit/Credit Card Services
2. Provide the following required information when reporting:
 - If your card is lost or stolen:
 - Date you became aware the card was lost/stolen.
 - Date of the last valid transaction you conducted.
 - For fraudulent charges:
 - Date of transaction(s)
 - Amount of each transaction(s)
 - Merchant Name(s)
 - For issues with a transaction you authorized, including, but not limited to, a discrepancy in the amount charged, a duplicate charge, or non-receipt of goods/services:
 - Date of transaction(s)
 - Amount of each transaction(s)
 - Merchant Name(s)
 - Complete description of the issue
 - Copy of your receipt
 - A record of your contact with the merchant – email/text/contract etc.

***Please note:**

The name on the card must be the person filing the claim.