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.