

**MPD Community Credit Union
MEMBER INQUIRY RESOLUTION**

Date _____

Name _____

Account # _____

Address _____

Phone # _____ (HM)

(CELL/PG)

Dollar Amt _____

Date of Transaction _____

Request for Fee Refund:
If this box is checked then the request is not
a suspected error.

Explanation of Suspected Error:

(OVER)

We will investigate your complaint and will correct any error promptly. If we take more than 10 business days to do this, we will recredit your account for the amount you think is in error; so that you will have the use of the money during the time it takes us to complete our investigation.

For errors involving new accounts, point-of-sale, and foreign-initiated transactions, we may take up to 90 days to investigate your complaint or question. For new accounts, we may take up to 20 business days to credit your account for the amount you think is in error. We will tell you the results within three business days after completing our investigation. If we decide that there was no error, we will send you a written explanation.

Member Signature _____

Date _____

Mbr Svc Mgr Signature _____

Date _____

Operations Manager _____

Date _____

CEO/Asst. Mgr Signature _____

Date _____

CONT'D FROM FRONT

MEMBER SERVICES MANAGER COMMENTS

OPERATIONS MANAGER COMMENTS

RESOLUTION
