

**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**

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**MEMBER SERVICES MANAGER COMMENTS**

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**OPERATIONS MANAGER COMMENTS**

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**RESOLUTION**

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