

# Stop Payment Request for Recurring Debit or Credit Card Transaction

DCU offers you the option of stopping payment on any recurring Debit or Credit Card Transaction provided it has not yet been presented to DCU for payment.

If your card is being used for a subscription or other recurring purchase and you have attempted to cancel the recurring transaction, use this form to request a stop payment.

**Please note:** To view fees related to your account, go to DCU's Schedule of Fees and Service Charges ([www.dcu.org/content/dam/dcu/pdfs/FeesandServiceCharges.pdf](http://www.dcu.org/content/dam/dcu/pdfs/FeesandServiceCharges.pdf))

**A stop payment cannot be requested for a transaction which is already pending or has already posted to your account.** Please review your account activity carefully prior to submitting your stop payment request. If the transaction has already posted and you wish to dispute the transaction, please submit a Visa Dispute Service Request form instead.

## To speed the processing of your request, follow these steps:

1. Fill out the Stop Payment Request completely and sign it. **Incomplete, unsigned, or illegible requests will result in delays.**
2. Submit your completed form to DCU by:
  - Faxing your form to the Card Services Fax Line at 508-463-1347, OR
  - Email to [visa-disputes@dcu.org](mailto:visa-disputes@dcu.org), OR
  - Mail your completed form to:  
**Digital Federal Credit Union**  
**Attn: Card Services**  
**220 Donald Lynch Blvd.**  
**PO Box 9310**  
**Marlborough MA 01752-9130**

**Note:** Emails sent to the address above are not encrypted, so you should not use this email to send account numbers or other personal information.

## What You Can Expect

- Stop Payment of Recurring Debit or Credit Transaction Requests are typically processed within 2 business days of receipt.
  - If you mail your completed form to us, allow 2 weeks for postal delivery and DCU processing.
- Please note** that incomplete forms cannot be processed.

# Stop Payment Request for Recurring Debit or Credit Card Transaction

## Member Information:

Member Name

Phone

Last 4 digits of Debit or Credit Card Number

## Transaction Details:

Merchant Name

Merchant's City

State

Country

Last Transaction Date

\$

Last Transaction Amount

Next Expected Transaction Date

Have you attempted to cancel the recurring payment with the merchant?

Yes

No

Date cancellation notice provided to merchant:

## Cancellation Type (select one):

Stop Payment Order – stops a single specific preauthorized payment to a single merchant.

- Date of next expected transaction: \_\_\_\_\_

Revocation of authorization order – stops all future preauthorized payments to a particular merchant.

- Automatic bill cancellation confirmation number: \_\_\_\_\_
- A copy of the revocation of authorization correspondence with the merchant is attached.

Reason for stop payment: \_\_\_\_\_

I authorize and instruct DCU to place a stop payment on a one-time payment authorization, or all future recurring payments, as selected above and as reflected in the transaction details above. I understand that this request does not void any agreement or contract held between the merchant and myself. I understand that this request to stop recurring payments will cease to be effective twelve (12) months from when it is first imposed unless it is previously canceled or renewed in writing by me. By directing DCU to stop payment on this item, I agree to hold DCU harmless against any and all loss, claims, damages, and costs, including court costs and attorney's fees that are incurred as a result of DCU having acted on this Stop Payment Request. Further, I understand that this Stop Payment Request must be received in time to give DCU reasonable time to act on it and must be received no less than three (3) business days prior to the expected transaction date. DCU will not be held liable if sufficient time and/or data were not provided. I understand and agree that, for processing this Stop Payment Request, DCU will charge a Stop Payment Fee to my DCU Account as reflected on [DCU's Schedule of Fees and Service Charges](#).

Member Signature

Date