



Visa Credit Card Dispute

If you are disputing a fraudulent or inaccurate charge on your ISU Credit Union Visa Credit Card, please have the following information available to answering any questions and contact TNB Card Services at 1.800.442.4757.

Items you may need in reference to your dispute include but are not limited to:

- Credit Card Number
- Statement History
- Transactions you are disputing
- If your card was lost or stolen and the dates that coincide
- Where you may have lost your card
- Last transaction you authorized

To mail your Visa Credit Card dispute information to TNB please use the address listed below:

TNB Card Services
Dispute Department
P.O. Box 815909
Dallas, TX 75381

Fax: 972.391.6785

If you prefer to dispute your charges online you can access your account online at www.gotomycard.com