

CARDHOLDER DISPUTE FORM

Thank you for contacting us regarding a dispute on your Visa or MasterCard. Please use this form to explain the details of your dispute. You may place additional details on the second page.

Cardholder Name _____ Card number _____ - _____ - _____ - _____

Merchant Name _____ Amount _____ Transaction date _____

Please thoroughly read this entire form, then choose the ONE category that best describes your dispute:

_____ I did not participate or authorize this transaction.
_____ My card is in my possession
_____ My card was lost or stolen at the time of transaction.

_____ I do not recognize this transaction.

_____ I paid for this purchase another way, but it still posted to my statement. I contacted the merchant on _____ and the merchant response was _____.
_____ I have provided:

- _____ A cash receipt
- _____ Copies of both sides of a canceled check
- _____ The credit/debit card statement where the valid charge appears

(One of the above is required and must be sent with this form before we can assist with your dispute.)

_____ This charge posted to my account twice, but I only authorized one purchase. The valid charge posted on _____. My credit cards are still in my possession.

_____ The charge posted to my account for an amount different from the amount on my receipt. I have/have not (circle one) enclosed a copy of my receipt showing the difference.

_____ I have not received expected goods or services. The expected date of delivery/completion was _____. I have contacted the merchant and the response was _____.
(Please place additional details of this dispute on the second page of the form.)

_____ The merchandise received was not as described, poor quality, damaged, or unsuitable for the purpose intended. I returned (or attempted to return) the merchandise on _____. I have contacted the merchant and their response to the return was _____.
(Please provide details of what was wrong with the merchandise on the second page of the form, and include proof the goods were returned to the merchant, such as a tracking number.)

_____ I have returned merchandise to the merchant. A copy of my credit slip is enclosed.

_____ I have returned (or attempted to return) merchandise to the merchant. I did not receive a credit slip because _____. I was/ was not (circle one) informed of the merchant's return policy, and their response to the return was _____.

_____ I cancelled the transaction with the merchant on _____. I was/ was not (circle one) informed of the merchant's cancellation policy, I have contacted the merchant and the response to the cancellation was _____.
(Please include any contracts or correspondence to and from the merchant.)

_____ I cancelled the hotel reservation on _____. My cancellation number is _____.
(If no cancellation number was provided, please provide a telephone statement showing the cancellation call to the merchant.)

