

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 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 the transaction. _____ I do not recognize this transaction.
- _____ I paid for this purchase another way, but it still posted to my statement. 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 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 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 their response 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.)

