

VISA NOTIFICATION OF DISPUTED TRANSACTION

Customer Name: _____

Account Number: _____

Address: _____

Home Phone: _____

Work Phone: _____

Signature: _____

Date: _____

If a transaction appears on your statement that you believe is an error, and you have been unable to resolve the situation with the merchant, please complete and sign a copy of this form using blue or black ink. This form must be received at the P.O. Box stated below within 60 days of the closing date as printed on your statement. Please include a copy of your statement highlighting the disputed transactions and send to: Disputes, P.O. Box 1635 Flint, MI 48501-1635.

Transaction Amount: _____

Transaction Date: _____

Dispute Amount: _____

Reference #: _____

Dispute Amount: _____

Reference #: _____

Merchant Name: _____

I contacted the merchant on ___/___/___ (date) in an attempt to resolve this dispute.

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- I certify that the charge listed above was not made by me or a person authorized by me to use my card. In addition, neither I, nor anyone authorized by me received the goods or services represented by this charge.
 - I certify that I did not participate in nor authorize the above referenced mail order or telephone order transaction(s). I understand that no signed or imprinted sales slip copy is available for verification purposes.
 - Although I did participate in a transaction with the merchant, I was billed for _____ transaction(s) totaling \$_____ that I did not participate in, nor did I authorize anyone else to use my card. I do have all my cards in my possession. Enclosed is a copy of my sales slip for the valid charge.
 - I have not received the merchandise that was to have been shipped to me. Expected date of delivery was _____ (mm-dd-yy). I contacted the merchant on _____ (mm-dd-yy) and the merchant's response was _____ (In order to assist you more effectively, you must contact the merchant and inform us of their response.)
 - I have returned merchandise on _____ (mm-dd-yy) because _____. (Please provide a copy of the return receipt, or proof of return.)

