

NOTIFICATION OF DISPUTED TRANSACTION

Customer Name: _____ Date: _____

Address: _____ Visa #: _____

_____ CU#: _____

Home Phone: _____ Work Phone: _____

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 describe below why you're disputing this transaction and what attempts you have made with the merchant to resolve the dispute. If you did not authorize the charge, please state this in your description along with requesting a credit to your account.

Disputed Amount: _____ Transaction Date: _____

Merchant Name: _____

Elaboration Information

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

What was the merchant response? _____

Was the merchandise returned? _____ was the services/merchandise cancelled due to non-receipt _____

Return Date _____ Return Method _____ Shipping/Tracking # _____

Who signed for the Package? _____ Delivery Address _____

If merchandise was not returned, where is the merchandise? _____

Cancellation Information: Cancel Date _____ Cancellation Code: _____

Name of Contact: _____ Contact Method: _____

Merchant Response _____

Please explain why the cardholder did not attempt to resolve with the merchant.

Describe your reason for the dispute.

Please remember to include any documentation you have to support your dispute.

Signature _____ Date _____