



Cardholder Statement of Disputed Item(s)
(PLEASE PRINT)

Account # _____ Reference : _____
Amount \$: _____ Tran. Description: _____
Tran Date: _____ Posting Date: _____

I certify that the charge listed above was not made by me nor did I authorize anyone else to make this charge. (If you do not recognize a transaction, please choose this option.)

No merchandise was received although I did engage in the transaction. I have contacted the merchant on: _____ and their response was _____

Enclosed is a copy, front and back, of my payment receipt (check/money order) that did not post to my account.

No service(s) were received although I did engage in the transaction. I have contacted the merchant on: _____ and their response was _____

I did engage in the transaction above, however, the merchandise/service requested was not as the merchant described and was returned. (Ex: merchandise was defective, wrong size/color, damaged, etc.) Please describe what was ordered versus what was received. Also, please state if the sale was the result of a phone/mail solicitation. It is necessary that you be as detailed as possible in your explanation.

Date of returned items: _____ Provide a copy of return postal receipt.

I notified the merchant on (date) _____ to cancel this pre-authorized order, reservation, or premium. My cancellation number is: _____

The amount of the sales draft was increased from \$ _____ to \$ _____ (without my authorization) or my sales draft was added incorrectly. Enclosed is my copy of the sales draft which shows the correct amount.

The attached is a copy of a credit/sales slip that posted to my account as a sales/credit transaction. (Circle appropriate credit or sales as it appears)

The credit slip copy attached has not posted to my account.

I certify that the charge in question was a single transaction but the charge posted twice to my account. I did not authorize the second charge.

Additional disputes other than previously described, please use the "Other" section provided below.

Other

My dispute is explained as follows: _____

I am no longer disputing this charge.

Supporting documentation enclosed includes: _____

*Payment of the disputed amount could eliminate our rights for a consumer compliance chargeback in your behalf.

Cardholder Name (Please Print)

Cardholder Signature

Date

Cardholder's phone number