

**CARDHOLDER DISPUTED ITEM(S) STATEMENT**

NAME \_\_\_\_\_ HOME PHONE (    ) \_\_\_\_\_

ADDRESS \_\_\_\_\_ WORK PHONE (    ) \_\_\_\_\_

\_\_\_\_\_ EMAIL ADDRESS \_\_\_\_\_

CARD NUMBER \_\_\_\_\_

TYPE OF LOSS: \_\_\_\_\_ Lost \_\_\_\_\_ Stolen \_\_\_\_\_ Card was in my possession at the time the transaction(s) occurred

I have examined the charges on my credit/debit card and question the following transaction(s) (attach additional sheets if necessary):

Merchant Name	Amount	Transaction Date
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

The following explains my dispute (check one that applies):

\_\_\_\_ I received a price adjustment (credit slip) on the above transaction and it has not appeared on my statement. I have included a photocopy of the credit slip.

\_\_\_\_ I certify that only one transaction was made with the above referenced merchant. On my statement, the same merchant has processed a second charge to my account, which I neither participated in nor authorized.

\_\_\_\_ I certify that I participated in the above transaction, but have not received the merchandise. (Describe your attempts to resolve the matter with the merchant as well as the expected date of delivery on the additional space provided (Comments)).

\_\_\_\_ I certify that I participated in the above transaction, but have returned the merchandise/cancelled services on \_\_\_\_\_ (date) per the merchant's instructions and have not received credit. Enclosed is a copy of the signed return receipt (if applicable).

\_\_\_\_ I contacted the merchant on \_\_\_\_\_ (date) and cancelled the monthly recurring transaction.

\_\_\_\_ I contacted the merchant on \_\_\_\_\_ (date) and cancelled my reservation. (Please provide full details on the additional space provided (Comments)).

\_\_\_\_ My cancellation number is \_\_\_\_\_.

\_\_\_\_ I was not given a cancellation number.

\_\_\_\_ I was charged for a hotel room that I neither made the reservations for, nor authorized the reservation to be made for me.

\_\_\_\_ The shipped merchandise I received is defective. (Describe the defect or damage and attempts to return the merchandise, as well as the merchant's response, in the additional space provided (Comments)).

\_\_\_\_ The merchandise/services were not as described. (Describe how the merchandise/services did not match the description and attempts to return the merchandise, as well as the merchant's response, in the additional space provided (Comments)).

\_\_\_\_ I would like a copy of the sales draft. Reason for request \_\_\_\_\_

\_\_\_\_ I certify that the charge(s) was (were) not made by me or by a person authorized by me to use my card, nor were the goods or services represented by the above transaction received by myself or by a person authorized by me.

\_\_\_\_ Other. Describe below. Description of transactions should be typed or written clearly. Attach additional sheets if necessary.

Comments:

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Cardholder Signature \_\_\_\_\_ Date \_\_\_\_\_

\*\*Only the person whose name is on the debit/credit card can dispute the transaction.