## 

## CARDHOLDER DISPUTE FORM

Thank you for contacting us regarding a dispute on your debit card. Please use this form to explain the details of your dispute. You may place additional details on the second page.

Cardholder Name Card Number			
Address	City	State	Zip
Phone I	Email		
Dispute Transaction:			
Merchant Name	Amount	Transaction	Date
Please choose the ONE category that be	st describes your dispute:		
□ I did not participate or authorize this tra □ My card is in my possess □ My card was lost or stole	sion	SAFE/Fraud Repo	rting option below)
Upon initiating any fraud-related of 81, 83, 57), the appropriate fraud should assist with selection) 00 - Lost Card: Cardho 01 - Card Stolen: Card 02 - Card Not Receiv mail. 03 - Fraudulent Applit application for the card ( 04K - Counterfeit Cor 04N - Counterfeit PIN transaction is card prese 04P - Counterfeit PIN 05 - Account Take Ov contacted the bank and I (There are no chargebac 06 - Fraudulent Use ( a mail/phone/e commerce when another code does	reporting option must be chosen older asserts card is lost dholder asserts card has been stored: Cardholder asserts that he r cation: Cardholder asserts that There are no chargeback rights f <b>nvenience Check</b> I Not Used : Cardholder still has ent. NOTE: Not to be used on MC Used ver: Cardholder asserts that an u had the address and other inform ck rights for this issue.) MOTO, CNP): Cardholder did n ce transaction. Can also be used a not apply. Itiple Drafts: For reason codes r documentation, status of card a m) merchandise to the merchar 1  was r response to the return was	337, 4840, 4847 and below: (financial ins olen never received the ca he never completed for this issue.) s card in possession C 5542. nauthorized person nation updated to his of authorize or partic for key-entered trans MC 4840 and Visa 6 nd transaction type. T. I did not receive was not (check on	titution ard in the an and own. cipate in saction 57. Verify a credit slip ie) informed of
□ I canceled the Hotel reservation on (If no cancellation number was provid cancellation call to the merchant.)			



□ I paio [ [	not recognize this transaction. d 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 (Please note one of the above is required before we can assist with your dispute.)
□ Thi <u>s</u> on	<u>charge posted</u> to my account twice, but I only authorized one purchase. The valid charge posted . My credit cards are still in my possession.
	charge posted to my account for an amount different from the amount on my receipt. ase send a copy of the receipt showing the difference with this form.)
l hav	ve not received expected goods or services. The expected date of delivery/completion was ve contacted the merchant and the response was ase place additional details of this dispute on the second page of the form.)
inten merc (Plea	merchandise received was not as described, poor quality, damaged, or unsuitable for the purpose ided. I returned (or attempted to return) the merchandise on I have contacted the chant and their response to the return was ase provide details of what was wrong with the merchandise on the second page of the form, and ide proof the goods were returned to the merchant, such as a tracking number.)
🗆 I hav	ve returned merchandise to the merchant. A copy of my credit slip is attached.
	<b>NOTE:</b> Please provide a detailed explanation of the above dispute.
I a	am an authorized signer, or otherwise have authority to act, on the account identified

in this statement. I attest that the debit above was not originated with fraudulent intent by me or any person acting in concert with me. I have read this statement in its entirety and attest that the information provided on this statement is true and correct.

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