



### Cardholder Dispute Form

Name: \_\_\_\_\_

Card number: \_\_\_\_\_

Transaction date: \_\_\_\_\_ Merchant name: \_\_\_\_\_

Transaction amount: \$ \_\_\_\_\_ Dispute amount: \$ \_\_\_\_\_

\_\_\_\_\_  
Cardholder signature

\_\_\_\_\_  
Date

**Please check the appropriate box below that matches your dispute type the closest. Your signature above is required.** Return this form and any supporting documents so that your dispute can be processed in a timely manner. Please answer all appropriate questions below. **The required fields per dispute type are marked with an asterisk (\*).** Attach a separate sheet or letter if more room is needed for your explanation. If any of the below does not accurately reflect your dispute, please write a separate letter and include all of the transaction information listed above.

**Cancellation dispute**

Were you advised of any cancellation policy?  yes  no (if yes, explain below)

\_\_\_\_\_  
\* Date of cancellation: \_\_\_\_\_ Spoke with: \_\_\_\_\_

\* Cancellation number: \_\_\_\_\_

\* Reason for cancellation: \_\_\_\_\_

I canceled this recurring transaction with the merchant on (date): \_\_\_\_\_ how \_\_\_\_\_

\* Describe your attempt to resolve with the merchant: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**Returned merchandise dispute**

• \* Date returned: \_\_\_\_\_ Date received by merchant: \_\_\_\_\_

If mailed, Return Merchandise Authorization Number (RMA): \_\_\_\_\_

\* Shipping Company: \_\_\_\_\_ Tracking number: \_\_\_\_\_

\* Reason for return: \_\_\_\_\_

• If you have a credit slip or voucher or a refund acknowledgement that has not posted please provide:

\* Date of credit: \_\_\_\_\_ Invoice/receipt number of the credit: \_\_\_\_\_

• \* Describe your attempt to resolve with the merchant: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

**I was charged two or more times for the same transaction**

Date of first charge: \_\_\_\_\_ Date of second charge: \_\_\_\_\_

Date of third charge: \_\_\_\_\_ Date of fourth charge: \_\_\_\_\_

\* Describe your attempt to resolve with the merchant: \_\_\_\_\_

\_\_\_\_\_

**I did not receive cash from an ATM withdrawal attempt but was charged as if I did receive it**

• Transaction reference number: \_\_\_\_\_

I made a single attempt and did not receive cash

I made multiple attempts and only received cash on one of those attempts

Other: \_\_\_\_\_

**I paid for these goods or services by other means**

check    cash    other Bank Card    Other: \_\_\_\_\_

\* Describe your attempt to resolve with the merchant: \_\_\_\_\_  
\_\_\_\_\_

Note: If selecting this dispute reason, you must supply a copy of proof of other means of payment. Proof can include another Bank Card statement, copy of the front and back of a canceled check or a cash receipt.

**Non-receipt of goods or services**

Tickets / merchandise not received. I expected delivery/services on (date): \_\_\_\_\_

Merchant unwilling or unable to provide service

Have you attempted to resolve the issue with the merchant?

\* Yes, spoke with: \_\_\_\_\_ \* Date: \_\_\_\_\_

\* Response: \_\_\_\_\_  
\_\_\_\_\_

No, reason: \_\_\_\_\_

**A credit transaction posted as a debit in error**

• \* A credit for \$\_\_\_\_\_ was posted to my account as a debit.

• You must supply a copy of the credit receipt received from the merchant.

\* Describe your attempt to resolve with the merchant: \_\_\_\_\_  
\_\_\_\_\_

**Incorrect transaction amount**

• \* The amount of this transaction posted for \$\_\_\_\_\_ but should have posted for \$\_\_\_\_\_

• You must supply a copy of your receipt showing the correct amount.

\* Describe your attempt to resolve with the merchant: \_\_\_\_\_  
\_\_\_\_\_

**Quality of services or goods dispute**

• \* Describe the difference between what was ordered and what was received. What was defective or why the purchase is unsuitable for your needs. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

• \* Date returned: \_\_\_\_\_ Date received by merchant: \_\_\_\_\_

If mailed, Return Merchandise Auth. #: \_\_\_\_\_

\* Shipping Company: \_\_\_\_\_ Tracking number: \_\_\_\_\_

• If you have a credit slip or voucher or a refund acknowledgement that has not posted please provide:

\* Date of credit: \_\_\_\_\_ Invoice/receipt number of the credit: \_\_\_\_\_

• \* Describe your attempt to resolve with the merchant: \_\_\_\_\_  
\_\_\_\_\_

**Other reason:** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_