



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

Cardholder Name _____ Card number _____ - _____ - _____

Merchant Name _____ Amount _____ Transaction date _____

Please thoroughly read this entire form, then choose the ONE category that best describes your dispute:

_____ **I did not participate or authorize this transaction.**

- ___ My card is in my possession
- ___ My card was lost or stolen at the time of transaction.
- ___ I do not recognize this transaction.

_____ **I paid 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

(One of the above is required and must be sent with this form before we can assist with your dispute.)

_____ **This charge posted to my account twice, but I only authorized one purchase.**

The valid charge posted on _____. My credit cards are still in my possession.

_____ **The charge posted to my account for an amount different from the amount on my receipt.**

I **have/have not** (circle one) enclosed a copy of my receipt showing the difference.

_____ **I have not received expected goods or services.**

The expected date of delivery/completion was _____.

I have contacted the merchant and the response was _____.

(Please place additional details of this dispute on the second page of the form.)

_____ **The merchandise received was not as described, poor quality, damaged, or unsuitable for the purpose intended.**

I returned (or attempted to return) the merchandise on _____.

I have contacted the merchant and their response to the return was _____.

(Please provide details of what was wrong with the merchandise on the second page of the form, and include proof the goods were returned to the merchant, such as a tracking number.)

_____ **I have returned merchandise to the merchant. A copy of my credit slip is enclosed.**

_____ **I have returned (or attempted to return) merchandise to the merchant.**

I did not receive a credit slip because _____.

I **was/ was not** (circle one) informed of the merchant's return policy, and their response to the return was _____.

_____ **I cancelled the transaction with the merchant on _____.**

I **was/was not** (circle one) informed of the merchant's cancellation policy, I have contacted the merchant and the response to the cancellation was _____.

(Please include any contracts or correspondence to and from the merchant)

_____ **I cancelled the hotel reservation on _____.** My cancellation number is _____.

(If no cancellation number was provided, please provide a telephone statement showing the cancellation call to the merchant.)

