

CARDHOLDER STATEMENT OF DISPUTE

Card Number: _____ Dollar Amount \$ _____

Transaction Date: _____ Posting Date: _____

Merchant Name: _____ City/State: _____

I am disputing the above charge due to the following reason (check only one):

___ I have not, nor has anyone authorized by me engaged in this transaction. My card was reported ___lost or ___stolen on (date) _____

___ I have not authorized or participated in any way in this transaction. My card has not been out of my possession.

___ The amount billed is incorrect. I have enclosed my copy of the sales slip dated _____. The correct amount is \$ _____

___ I am disputing the following charges for lodging for \$ _____. See details below.

___ I am disputing the following charges for vehicle rentals for \$ _____. I returned the vehicle on _____ See details below.

___ I am disputing a guaranteed reservation service & no show charge. My reservation date was for: (date) _____

The cancellation number is _____ Date of cancellation is _____.

___ The merchant continues to charge my account for a recurring payment that I canceled on (date) _____ via phone / in writing.

___ I have (check one) ___ returned ___ attempted to return the merchandise on _____. The merchant refused to (check one):
___ adjust the price ___ repair or replace the goods or other things of value ___ Issue a credit -Or- See details below.
(Please enclose proof of return if available).

___ I have engaged in the transaction listed & have contacted the merchant in an attempt to resolve the dispute.

The delivery day was to be _____ -or- ___ I canceled the order on (date) _____ & was not credited.

___ The merchandise shipped arrived broken or unable to be used for the purpose sold. See details below. I have (check one)
___ returned ___ attempted to return the merchandise & I contacted the merchant on (date) _____ to attempt to resolve this but
to no avail. (Please enclose a copy of the shipping receipt if applicable)

___ I contracted with the merchant for services (described below) to be provided on (date) _____. I have not received
them. I have contacted the merchant in order to resolve the dispute to no avail.

___ The charge listed was paid previously by another method. I'm enclosing proof. I have tried to resolve this with the merchant.

___ My credit slip was listed as a sale on my account. A copy of my credit is enclosed

___ I participated in one transaction at the merchant location, but NOT the transaction listed. I or someone authorized by me was in
possession & control of all cards at the time of the transaction. The authorized transaction amount is \$ _____ on (date) _____

___ I have not received a credit to my account for the transaction listed. I have enclosed a copy of the credit receipt issued.

___ The charge listed was a single transaction but has posted _____ times to my account.

___ I am disputing the listed ATM cash withdrawal. I have explained the details below.

Please provide specific details of your dispute below or on a separate sheet of paper:

Cardholder Signature: _____ Date: _____

Telephone Number: Daytime: (____) _____ Evening: (____) _____

Please send fax this form along with any other supporting documentation to 202-208-4023.