

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

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

I am disputing the following transaction(s) for the reason entitled below:

Transaction Date	Merchant Name	Transaction Amount	Disputed Amount

**Before disputing a charge, you must make every effort to resolve the charge with the merchant.**

**Please select the most appropriate type of dispute (Check only one)**

- I request a copy of the slip for personal records**
- I did not receive cash from an ATM withdrawal attempt**

Transaction Reference Number \_\_\_\_\_

Auth code: \_\_\_\_\_

- I made a single attempt and did not receive cash
- I made \_\_\_\_\_ attempts and only received cash on \_\_\_\_\_ of those attempts
- Cash was dispensed partially in the ATM but I was billed for the entire amount. Amount Requested \_\_\_\_\_ Amount dispensed \_\_\_\_\_

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

Valid Transaction \_\_\_\_\_ Post Date \_\_\_\_\_

Invalid Transactions \_\_\_\_\_ Post Date \_\_\_\_\_

Invalid Transactions \_\_\_\_\_ Post Date \_\_\_\_\_

**Cancellation dispute:** *(This includes reservations, subscriptions, memberships, services, orders, etc...)*

Date of cancellation: \_\_\_\_\_ Cancellation number: \_\_\_\_\_

Reason for Cancellation: \_\_\_\_\_

How did you cancel? \_\_\_\_\_

**\*Please include any letters, emails, or faxes informing merchant of cancellation.**

Describe your attempt to resolve with the merchant:

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**Returned merchandise dispute:**

What was ordered? \_\_\_\_\_

What was received? \_\_\_\_\_

Reason for returning \_\_\_\_\_

Merchants Response \_\_\_\_\_

**I paid for these goods or services by other means (cash/check/other bank card...): (You must supply a copy/proof of that payment: copy of 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/ services not received.  
I expected delivery/services on (date) \_\_\_\_\_

Merchant unwilling or unable to provide service  
Describe your attempt to resolve this with the merchant

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**\*You must provide evidence supporting your claim to the above. (Ex: e-mail, fax, letter, date of phone conversation...)**

**Incorrect transaction Amount**

- The amount of this transaction posted for \_\_\_\_\_ but should have posted for \_\_\_\_\_
- Describe your attempt to resolve with the merchant:

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**\*You must provide a copy of your receipt showing the correct amount**

- Other reason-** Please provide a DETAILED description of the dispute below and attach to this form any additional documentation supporting such.