

Disputed Charges Form

Keep a copy for your records before sending the dispute form.

Name	
Account Number	
Transaction Date	Posting Date
Institution Name	Dollar Amount

Signature (Required)		Date
Best Contact Number	Home Telephone	
Business Telephone	Cell Telephone	

Choose only one dispute reason.

- The amount of the charge was increased from \$_____ to \$_____ or my sales slip was added incorrectly. Enclosed is a copy of the sales slip that shows the correct amount.
- I have not received the merchandise that was to be shipped to me by the expected delivery date of __/__/__, (MM/DD/YY). I have asked the merchant to credit my account.
- I was issued a credit slip that has not shown on my statement. A copy of the credit slip is enclosed. The merchant has up to 30 days to credit the account.
- Merchandise that was shipped to me has arrived damaged and/or defective. I returned it on __/__/__ (MM/DD/YY) and asked the merchant to credit my account. Enclosed is a letter describing how the merchandise was damaged and/or defective and a copy of my return receipt. (REQUIRED)
- Although I did engage in the above transaction, I have contacted the merchant, returned the merchandise on __/__/__ (MM/DD/YY) and requested a credit. I either did not receive this credit or it was unsatisfactory. Attach a letter explaining why you are disputing this charge with a copy of proof of return. Also, if you are unable to return the merchandise, please explain.
- The services that were to be provided on __/__/__ (MM/DD/YY) were not received or were unsatisfactory. I contacted the merchant by phone or e-mail on __/__/__ (MM/DD/YY) for credit. Attach a letter describing the services you expected, the merchant's response to your attempts to resolve the dispute and enclose a copy of your sales contract/agreement.
- I certify that the charge in question was a single transaction, but was billed _____ times for the same charge by this merchant. I did not authorize _____ transactions. Enclosed is a copy of my sales slip.

- I received the merchandise or services; however, the merchant was paid by another method, (cash, check(s), or another credit card)
(PROOF OF PAYMENT REQUIRED)
- I notified the merchant on __/__/__ (MM/DD/YY) to cancel the pre-authorized order. I am requesting a credit. Please send copy of cancellation letter or note person spoke with at time of cancellation. Give reason for cancellation _____ and cancellation number _____.
- I notified the merchant and cancelled the hotel, motel or lodging reservation(s) on __/__/__ (MM/DD/YY). The cancellation number or code is _____.
- Cash received by ATM was less than requested. Amount requested \$_____. Amount received \$_____. Please provide copy of ATM receipt
- I certify that I do not recognize the transaction. Merchants often provide telephone numbers next to their name on your billing statement. Please attempt to contact the merchant for information.
- I certify that the charge listed above was not made by me or a person authorized by me to use my card, nor were the goods or services represented by the transaction received by me or a person authorized by me.
- My credit card was (circle one) Stolen, Lost, Never Received, Never Out of My Possession, But Still Misused on or about __/__/__.
- If your dispute is for a different reason, please contact us at the above telephone number. For prompt service, please have the account number available for the charge in question.
- If needed, please add another sheet for additional comments and/or disputed charges.
- I am no longer disputing this previously disputed transaction.

Sale Number 1	Reference Number 1
Sale Number 2	Reference Number 2