



Cardholder Disputed Item Statement

Please complete this form thoroughly and include any supporting documentation as necessary.

Today's Date:	Account Number:
Cardholder Name:	Card Number:
Address:	Cell/Home Phone:
City, State, Zip:	
Email Address:	

<p><i>Please check which card the disputed activity occurred:</i></p> <p><input type="checkbox"/> MasterCard Debit Card <input type="checkbox"/> MasterCard Classic/Platinum Card <input type="checkbox"/> ATM Card</p>	<p><i>Please select any that apply:</i></p> <p><input type="checkbox"/> I am disputing transactions not authorized by me. (Please complete Sections A, C and D)</p> <p><input type="checkbox"/> I am disputing transactions with a merchant I have done business with. (Please complete Sections B, C and D)</p>
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A I am disputing charges that I did not authorize

Please select all that apply. Please complete section C and D below to list the transactions you're disputing and provide details regarding your dispute, if applicable.

<input type="checkbox"/> My card is lost.	<input type="checkbox"/> I have written my PIN number on my card.
<input type="checkbox"/> My card is stolen.	<input type="checkbox"/> I have given my card to another person.
<input type="checkbox"/> My card was in my possession.	<input type="checkbox"/> I have given my card information to another person.
<input type="checkbox"/> I shared my PIN number with another person.	

B I am disputing charges with a merchant that I have done business with

Please select the situation that best describes your dispute. Please complete section C and D below to list the transactions you're disputing and provide details regarding your dispute.

The merchandise/services were not received by the expected date of: _____.

The merchandise/services/membership/reservations were cancelled on this date: _____ It has been 30 days, and I still have not received a credit.
My cancellation number is (if applicable): _____.

The merchandise was returned on this date: _____
It has been 30 days, and I still have not received a credit.

The merchandise is defective and/or damaged and was returned on this date: _____
It has been 30 days, and I still have not received a credit.
(Please describe in section (D) below how the merchandise was defective and/or damaged).

Multiple charges - I was charged more than once for a single transaction.
I should have only been charged \$_____.

I was charged incorrectly in the amount of \$_____. I should have been charged \$_____. (Please attach receipt, if applicable)

I already paid for this transaction using the following means: _____
this date: _____.

