



## CARDHOLDER DISPUTE FORM

Card Number:  
Email:

Cardholder Name:  
Phone:

Merchant Name \_\_\_\_\_ Transaction Amount \$ \_\_\_\_\_ Date \_\_\_\_\_  
Merchant Name \_\_\_\_\_ Transaction Amount \$ \_\_\_\_\_ Date \_\_\_\_\_  
Merchant Name \_\_\_\_\_ Transaction Amount \$ \_\_\_\_\_ Date \_\_\_\_\_

---

### Select Type of Dispute (Check ONLY one)

- Did not recognize** – Please attempt to contact the merchant prior to disputing the charge.
- When did the Cardholder contact the Merchant? \_\_\_\_\_
  - What was the outcome of the merchant contact? \_\_\_\_\_
- I was billed twice for a single purchase** – Cardholder certifies one transaction is valid, but posted more than once. **All cards issued to me are in my possession**
- Valid Transaction \$ \_\_\_\_\_ Post date \_\_\_\_\_
  - Invalid Transaction \$ \_\_\_\_\_ Post date \_\_\_\_\_
- Membership Cancellation** – Please enclose copy of **letter, email, or fax** informing the merchant of cancellation.
- When did the cardholder contact the merchant? \_\_\_\_\_
  - Reason for cancellation? \_\_\_\_\_  
\_\_\_\_\_
  - Date of cancellation \_\_\_\_\_ Cancellation # \_\_\_\_\_
  - Were you advised of a cancellation policy? Yes  No   
If Yes, what were you told? \_\_\_\_\_  
\_\_\_\_\_
- Merchandise was returned** - You **must** attempt to return the merchandise prior to exercising this right. **Please attach signed proof of return or credit slip.**
- What was ordered? \_\_\_\_\_
  - What was received? \_\_\_\_\_
  - Reason for returning \_\_\_\_\_
  - Was merchandise suitable for the purpose intended? \_\_\_\_\_
  - Merchant's response \_\_\_\_\_

- I did not receive the merchandise** - Please contact the merchant and notify us of the outcome.
  - When did the Cardholder contact the merchant? \_\_\_\_\_
  - What was the outcome of the merchant contact? \_\_\_\_\_
  - \_\_\_\_\_
  - What was the expected delivery date? \_\_\_\_\_ Pickup date? \_\_\_\_\_
  - Did the Cardholder cancel with the merchant? No  Yes
  - If yes, when? \_\_\_\_\_ How? \_\_\_\_\_
  - What was the merchandise that was ordered? \_\_\_\_\_

**I was overcharged for the purchase** - Please include a copy of the signed sales receipt.

**My credit posted as a sale** - Please attach a copy of the credit slip and the original sales slip.

**The credit did not post to my account** - Please enclose a copy of the dated credit slip or notice of credit from the merchant and a detailed explanation of your dispute.

**I paid by other means** - You **must** provide proof of paid by other means such as a copy of the cancelled check (front and back), a cash receipt, or a billing statement from another credit card .

- When did the Cardholder contact the merchant? \_\_\_\_\_
- What was the outcome of the merchant contact? \_\_\_\_\_

**I was charged for a hotel room, which I cancelled** - Cancellation number is **required**.

- Were you advised of a cancellation policy? No  Yes
- If Yes, what was the policy? \_\_\_\_\_
- Cancellation number \_\_\_\_\_ (REQUIRED) Cancel date \_\_\_\_\_
- Copy of phone bill showing you contacted the merchant to cancel.

**Service Dispute** - Please describe the nature of your dispute and your attempts at resolution.

\_\_\_\_\_  
 \_\_\_\_\_

Include copies of second opinions from a certified merchant on their invoice or letterhead, repair bills, contracts or other supporting documentation.

**I did not authorize this charge** - I certify that I did not authorize or participate in this transaction with the above-mentioned merchant, nor did I authorize anyone else to use my card. To use this option, you **must** report your card lost or stolen.

- If this was for a hotel room, did you request a reservation? No  Yes
- If Yes, this is **not** an unauthorized charge. You must call the merchant and attempt to resolve the dispute. If you received a cancellation number for a reservation, please see the dispute reasons listed above.

\_\_\_\_\_  
 Member Signature

\_\_\_\_\_  
 Date