

SECTION I – CARDHOLDER INFORMATION

Cardholder Name _____ Date _____

Member Number (last 4 digits only) _____ Last 4 digits of Debit Card _____

Daytime Phone Number _____ Cell Phone Number _____

Work Phone Number _____ Email Address _____

SECTION II – DESCRIPTION OF DISPUTE

Please select the ONE option that BEST describes your dispute:

- The amount of the transaction differs from the amount I authorized. I authorized \$ _____ (Please provide a copy of your receipt.)
- I paid by other means (cash, check or other card) for this transaction. (Provide a copy of the proof of alternate payment).
- I did authorize the transaction but cancelled the agreement with the merchant on _____ (date). (Provide a copy of your contract and/or proof of cancellation, i.e., cancellation number, cancellation letter).
- I did authorize the transaction but have not received the merchandise or service and 30 days have passed from the expected date of delivery. (You must contact the merchant and inform the merchant no merchandise or service was received.)
- I did authorize the transaction but returned or made an attempt to return the merchandise or service for a credit. (Please explain in Section IV the details of the merchant’s response and the details of the dispute. Explain in specific detail, what was ordered and what was received and why you returned the merchandise. You must also provide a proof of return and any documentation you have to support your claim).
- I was charged multiple times for the same transaction. I was first charged on _____ (date).
- I did not authorize the transaction(s). I certify the transaction(s) were not made by me or any person authorized by me to use my card. In addition, neither I, nor anyone authorized by me received the goods or services represented by this charge.
 Name, address & phone number of unauthorized user, if known: _____

- I did not authorize the transaction(s). I was notified by a FraudWatch Analyst on _____ (date) about the unauthorized transaction(s) to my account. I further certify that the charge(s) were not made by me or any person authorized by me to use my card. In addition, neither I, nor anyone authorized by me received the goods or services represented by this charge.

