

Cardholder Letter/In-Take Form

Name:	Home Phone:
Street Address:	Work Phone:
City, State, Zip:	Card Number:
Email:	EMV Chip Card? Yes ☐ No ☐

Type of Loss: ☐ Lost ☐ Stolen ☐ Card was in my possession at the time the transaction(s) occurred.

I have examined the charge(s) on my account and question the following transaction(s):

Merchant Name:	Amount:	Transaction Date:

☐ Additional disputes on back page

The following explains my dispute (Choose only a single box in either Fraud Disputes or Non-Fraud Disputes):

FRAUD DISPUTE – NO ATTEMPT TO CONTACT IS REQUIRED BY CARDHOLDER

☐ I certify that the charge(s) was (were) not made by me or by a person authorized by me to use my card, nor were the goods or services represented by the above transaction received by myself or by a person authorized by me. **(Card will be blocked.)**

NON-FRAUD DISPUTE – AN ATTEMPT TO CONTACT THE MERCHANT TO REMEDY DISPUTE MUST BE MADE BY CARDHOLDER

☐ I certify that I participated in the above transaction but have not received the merchandise/service. I purchased: _____

(Describe extra details about the merchandise or services you expected to receive, the expected date of delivery, and any attempts to resolve the matter with the merchant on the additional space provided))

☐ I certify that I participated in the above transaction but have returned the merchandise/cancelled services on _____ (date) per the merchant's instructions and have not received credit. (Merchant cancellation policies may apply; please provide full details on the additional space provided.)

☐ I contacted the merchant on _____ and canceled the monthly recurring transaction. (Merchant cancellation policies may apply; please provide full details on the additional space provided.)

☐ I contacted the merchant on _____ and canceled my reservation. (Please provide full details on the additional space provided.)

☐ My cancellation number is _____
☐ I was not given a cancellation number.

☐ I received a price adjustment (credit slip) on the above transaction and it has not appeared on my statement. I have included a photocopy of the credit slip.

Cardholder Letter/In-Take Form

- ☐ I certify that only one transaction was made with the above referenced merchant. On my statement, the same merchant has processed a second charge to my account, which I neither participated in nor authorized. The correct amount was _____.
- ☐ The shipped merchandise I received is defective or damaged. (Describe in the additional space the defect or damage and attempts to return the merchandise, and the merchant's response.)
- ☐ The merchandise/services were not as described. (If purchase was made over the phone please indicate what was not as described. Otherwise, please provide written documentation as to what was not as described. ie: color, quantity, etc. Counterfeit claims need to be backed up by expert opinion.)

In dispute cases except those related to Fraud-type disputes, you are required to make an attempt to resolve the dispute with the merchant prior to filing a dispute. If no attempt is made for a Consumer-type dispute, dispute becomes invalid. Please describe your attempt to resolve in the following sections:

Attempt to Resolve Information:

- I have made an attempt to resolve with the merchant. YES ☐ NO ☐
 - Date of contact: _____
 - Contact method: ☐Telephone ☐E-mail ☐In-person ☐Other(describe)
 - Merchant's response:
- _____
- If no attempt, why not?
- _____
- _____
- _____

Additional Comments:

Cardholder Signature _____ **Date:** _____

FI Internal Use Only:

If applicable, date the card was blocked: _____

Cardholder Letter/In-Take Form[illegible]