

# Cardholder Dispute Form

Name: \_\_\_\_\_

Visa card number: \_\_\_\_\_

Transaction date: \_\_\_\_\_ Merchant name: \_\_\_\_\_

Transaction amount: \$ \_\_\_\_\_ Dispute amount: \$ \_\_\_\_\_

\_\_\_\_\_  
Cardholder signature

\_\_\_\_\_  
Date

**Please check the appropriate box below that matches your dispute type the closest. Your signature above is required.** Return this form and any supporting documents so that your dispute can be processed in a timely manner. Please answer all appropriate questions below. **The required fields per dispute type are marked with an asterisk (\*).** Attach a separate sheet or letter if more room is needed for your explanation. If any of the below does not accurately reflect your dispute, please write a separate letter and include all of the transaction information listed above.

**Cancellation dispute:**

- Were you advised of any cancellation policy?  yes  no (if yes, explain below)  
\_\_\_\_\_

- \* Date of cancellation: \_\_\_\_\_ Spoke with: \_\_\_\_\_

Cancellation number: \_\_\_\_\_ Reason: \_\_\_\_\_

I canceled this recurring transaction with the merchant on (date): \_\_\_\_\_ how \_\_\_\_\_

**Returned item dispute:**

- \* Date returned: \_\_\_\_\_ Date received by merchant: \_\_\_\_\_

If mailed, Return Merchandise Authorization Number (RMA): \_\_\_\_\_

\* Shipping Company: \_\_\_\_\_ Tracking number: \_\_\_\_\_

- If you have a credit slip or voucher or a refund acknowledgement that has not posted please provide:

\* Date of credit: \_\_\_\_\_ Invoice/receipt number of the credit: \_\_\_\_\_

\* Describe your attempt to resolve with the merchant: Spoke with: \_\_\_\_\_

On (date): \_\_\_\_\_ \*Merchant's Response: \_\_\_\_\_  
\_\_\_\_\_

**I was charged two or more times for the same transaction:**

Date of first charge: \_\_\_\_\_ Date of second charge: \_\_\_\_\_

Date of third charge: \_\_\_\_\_ Date of fourth charge: \_\_\_\_\_

**I did not receive cash from an ATM withdrawal attempt**

- Transaction reference number: \_\_\_\_\_

I made a single attempt and did not receive cash

I made multiple attempts and only received cash on one of those attempts

Other: \_\_\_\_\_  
\_\_\_\_\_

**I paid for these goods or services by other means:**

check    cash    other Bank Card    Other: \_\_\_\_\_

\* Describe your attempt to resolve with the merchant: Spoke with: \_\_\_\_\_

On (date): \_\_\_\_\_ \*Merchant's Response: \_\_\_\_\_

- If selecting this dispute reason, you must supply a copy of proof of that payment. Proof can include another Bank Card statement, copy of the front and back of a canceled check or a cash receipt.

**Non-receipt of goods or services:**

Tickets / merchandise not received. I expected delivery/services on (date): \_\_\_\_\_

Merchant unwilling or unable to provide service

\* Describe your attempt to resolve with the merchant, spoke with: \_\_\_\_\_

On (date): \_\_\_\_\_ \*Merchant's Response: \_\_\_\_\_

I have not attempted to resolve with the merchant and why: \_\_\_\_\_

**A credit transaction posted as a debit in error**

- \* A credit for \$\_\_\_\_\_ was posted to my account as a debit.
- You must supply a copy of the credit receipt received from the merchant.

**Incorrect transaction amount**

- \* The amount of this transaction posted for \$\_\_\_\_\_ but should have posted for \$\_\_\_\_\_
- You must supply a copy of your receipt showing the correct amount.

**Quality of services or goods dispute**

- \* Describe the difference between what was ordered and what was received. What was defective or why the purchase is unsuitable for your needs. \_\_\_\_\_

• \* Date returned: \_\_\_\_\_ Date received by merchant: \_\_\_\_\_

If mailed, Return Merchandise Auth. #: \_\_\_\_\_

\* Shipping Company: \_\_\_\_\_ Tracking number: \_\_\_\_\_

- If you have a credit slip or voucher or a refund acknowledgement that has not posted please provide:

\* Date of credit: \_\_\_\_\_ Invoice/receipt number of the credit: \_\_\_\_\_

- \* Describe your attempt to resolve with the merchant: \_\_\_\_\_

**Additional information or comments:** \_\_\_\_\_