

Cardholder Statement of Disputed Item – Non Fraud

Card Number: _____
Transaction Date: _____
Merchant: _____

Account No : _____
Transaction Amount: _____
Reference : _____

I am disputing the above charge due to the following reason (check only one):

Cancellations and Returns

_____ On (date) _____ I **cancelled** the (check one) service merchandise

Because: _____

Cancellation method was (check one) in writing, in person, by phone, by email

_____ On (date) _____ I **returned** the (check one) service merchandise

Because: _____

Return method was (check one): in person, Fed-Ex, UPS, DHL, US Postal
 other, explain _____

_____ I did not receive (check one) merchandise service that was to be provided on (date) _____

Processing Errors

_____ The amount billed is incorrect. I have enclosed a copy of my sales slip. The correct amount is \$ _____

_____ The charge listed above was paid previously by another method. I am enclosing proof.

_____ I have not received a credit to my account for the transaction listed. I have enclosed a copy of the credit receipt that was issued.

_____ The charge listed was a single transaction but posted _____ times to my account.

Travel and Entertainment

_____ I am disputing the above vehicle rental charges for \$ _____. I returned the vehicle on _____

_____ I am disputing a guaranteed reservation service and no show charge. My reservation was for (date) _____. The cancellation number is _____ and the date of the cancellation was _____

To process the dispute above, the following information MUST be provided

(If the following information is not completed, provisional credit may be reversed)

I attempted to resolve the dispute on (date): _____ and spoke with _____

The merchant's response to my attempt was _____

Signature: _____ Date: _____

Phone: Day: (_____) _____ Evening: (_____) _____

Please return this form along with any other documentation required to the Debit Card Dispute Department in a postage paid envelope or fax this form along with any other documentation required to (954) 267-8129 to the attention of Diane Bayer.