

Notification of Disputed Transaction - MasterCard

Cardholder Name: _____

Card Number:

| | | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|---|--|--|--|--|--|---|--|--|--|--|---|--|--|--|--|--|
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|--|--|--|--|--|---|--|--|--|--|--|---|--|--|--|--|---|--|--|--|--|--|

1. Transaction Information

Transaction Date

Merchant Name

Dollar Amount

___/___/___

2. Dispute Reason/Elaboration

I am disputing the transaction(s) in question because of the following reason(s):

The transaction(s) listed below are unauthorized.* No one authorized to use this account signed for or participated in the transaction(s).

At the time of the transaction(s), please indicate status of card (*Please check one*):

Card Lost Date card was Lost ___/___/___ Card Stolen Date card was Stolen ___/___/___

Card still in Accountholder's possession. New or Reissue Card Never Received

If cardholder still in possession of card is counterfeit card use suspected? Yes No

The charge(s) was paid by another means. Enclosed is a copy of the cancelled check/cash/credit receipt or account statement.

The amount signed for on the salesdraft differs from the amount billed on the monthly statement. Attached is my copy of the sales receipt.

The transaction was authorized and then canceled. A credit voucher was issued (copy enclosed), but the credit has not posted to my account. If no credit voucher was issued, please explain the merchant's response to the cancellation/return.

I have been billed multiple times (2 or more) for the same purchase. The original charge posted to my account on ___/___/___.

I placed an order with the merchant above. I have not received merchandise which I expected by ___/___/___ . I have contacted the merchant for credit but no credit has posted to my account.

I cancelled this reservation on ___/___/___ . The cancellation number provided to me is as follows: _____.

I cancelled this recurring charge with the merchant on ___/___/___ . No charges after this date are authorized from this merchant.

I received merchandise different from what I ordered. Attached is a detailed letter explaining what was expected from the merchant, what was received, and that an attempt to return the merchandise was made.

Cardholder Signature

Date

*If additional room is required to describe your dispute, please use the back of this form

Multiple Dispute Listing

Cardholder Name: _____

Card Number:

| | | | | | | | | | | | | | | | | | | | | |
|--|--|--|--|--|---|--|--|--|--|--|---|--|--|--|--|---|--|--|--|--|
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2. Transaction Information

| Transaction Date | Merchant Name | Dollar Amount |
|------------------|---------------|---------------|
| 2. ___/___/___ | _____ | _____ |
| 3. ___/___/___ | _____ | _____ |
| 4. ___/___/___ | _____ | _____ |
| 5. ___/___/___ | _____ | _____ |
| 6. ___/___/___ | _____ | _____ |
| 7. ___/___/___ | _____ | _____ |
| 8. ___/___/___ | _____ | _____ |
| 9. ___/___/___ | _____ | _____ |
| 10. ___/___/___ | _____ | _____ |
| 11. ___/___/___ | _____ | _____ |
| 12. ___/___/___ | _____ | _____ |
| 13. ___/___/___ | _____ | _____ |
| 14. ___/___/___ | _____ | _____ |
| 15. ___/___/___ | _____ | _____ |
| 16. ___/___/___ | _____ | _____ |
| 17. ___/___/___ | _____ | _____ |
| 18. ___/___/___ | _____ | _____ |
| 19. ___/___/___ | _____ | _____ |
| 20. ___/___/___ | _____ | _____ |

_____ **Cardholder Signature**

_____ **Date**

Merchant Dispute Questionnaire

Member Name: _____

Amount Disputed: _____

Why are you disputing the transaction(s)?

Date you entered agreement with merchant: _____

Explanation: _____

What action did you take to resolve with the merchant?

Date Contacted: _____

Person you talked to: _____

Explanation: _____

What action did the merchant take to resolve?

*Attach all receipts, instructions/pamphlets, e-mail, etc. received from the merchant.

Have you previously had fraud on your account? Yes No *If yes, describe the situation(s):*

Member Signature: _____ **Date:** _____