



**CARDHOLDER STATEMENT OF DISPUTED ITEM**

NAME \_\_\_\_\_ PHONE # (Daytime) \_\_\_\_\_

ADDRESS \_\_\_\_\_ PHONE # (Cell) \_\_\_\_\_

CITY \_\_\_\_\_ ST \_\_\_\_\_ ZIP \_\_\_\_\_

VISA CARD NUMBER \_\_\_\_\_  
(OR Credit Union Account #)

**\*\*Required \*\*** - I contacted the merchant on (mm/dd/yy) \_\_\_\_\_ in an attempt to resolve this dispute.

Merchant response: \_\_\_\_\_

<u>Sale Date</u>	<u>Amount</u>	<u>Merchant Name</u>	<u>Effective Date On Stmt</u>
_____	\$ _____	_____	_____

**I have examined the charges made to my Visa account. I am disputing the item above for the following reason:**

**PLEASE CHECK ONLY ONE BOX WHICH BEST EXPLAINS YOUR DISPUTE:**

- 1. I have canceled services on (mm/dd/yy) \_\_\_\_\_ because \_\_\_\_\_  
cancellation # \_\_\_\_\_.
- 2. I certify that the above charge was 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. **Required: Due to your card number being used by an individual not authorized to use your card, your card must be reported as a Lost or Stolen card.**  
**\*\*\*Date Lost/Stolen Report Completed (mm/dd/yy) \_\_\_\_\_ \*\*\***
- 3. Although I did participate in a transaction with the merchant, I was billed for \_\_\_\_\_ transaction(s) that I did not participate in, nor did I authorize anyone else to use my card. I do have all my cards in my possession. I attempted to cancel the transaction within the free trial period on (mm/dd/yy) \_\_\_\_\_.
- 4. The amount of the sales slip was increased from \$ \_\_\_\_\_ to \$ \_\_\_\_\_. Enclosed is my copy of the sales slip, prior to alteration. **(The difference must be \$10.00 or more)**
- 5. I have not received the merchandise which was expected on (mm/dd/yy) \_\_\_\_\_. I asked the merchant to credit my account (circle one: YES / NO) Date of request (mm/dd/yy) \_\_\_\_\_. Merchant Response: \_\_\_\_\_
- 6. I have returned merchandise on (mm/dd/yy) \_\_\_\_\_ because \_\_\_\_\_  
**(Please provide a copy of the return receipt, postal receipt, or tracking #)**
- 7. I was issued a credit slip for \$ \_\_\_\_\_ on (mm/dd/yy) \_\_\_\_\_ which has not shown on my statement. **(A copy of my credit slip is attached.)**
- 8. I certify that only one transaction was made with the above mentioned merchant. On my Visa card account this same merchant has processed a second charge to my account, which I neither participated in nor authorized. Also, my Visa card was in my possession at the time of the second transaction. **(Transactions must be done on the same day for the same dollar amount.)**
- 9. Although I did initiate the above transaction, the reservation(s) was canceled on (mm/dd/yy) \_\_\_\_\_. The cancellation number provided to me was: \_\_\_\_\_.
- 10. Other: (attached separate sheet if necessary) \_\_\_\_\_

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

Branch Number: \_\_\_\_\_ Teller Number: \_\_\_\_\_

**Fax and interoffice the completed, signed form to the Visa Dept (FAX: 8089)**

