

NOTIFICATION OF DISPUTED CHARGE - MASTERCARD

Member Name: _____ Debit Card Number: _____

TRANSACTION INFORMATION (If more than one charge is in dispute, please complete a separate form for each item.)

Merchant Name: _____

Transaction Date: _____ Amount \$ _____

I am disputing the transaction because of the following reason (Please choose **one** item below that best fits the details of your dispute):

- The transaction was unauthorized.* No one authorized to use this account signed for or participated in the transaction.
* **At the time of the transaction, please indicate status of card (check one):**
- Card Lost Card Stolen DATE card was lost or stolen. _____
- Card still in Accountholder's possession.

I certify that only one transaction was made with the above referenced merchant in the amount of \$_____ on the date of _____. On my statement, the same merchant has processed a second charge to my account which I neither participated nor authorized. Also, my card was in my possession at the time of the second transaction. **Attached is a detailed letter explaining that an attempt was made.**

The charge(s) was paid by another means. **Enclosed is a copy of the cancelled check or cash/credit receipt or credit card statement. Complete the section below that applies to your resolution attempt.**

(a) I have contacted the merchant directly to request a credit. The merchant response was _____

(b) If merchant could not be reached, please indicate the method(s) used to attempt to contact the merchant for resolution. _____

The amount signed for on the sales draft differs from the amount billed on my monthly statement. **Attached is my copy of the sales receipt. Attached is a detailed letter explaining that an attempt was made.**

The transaction was authorized and then canceled or merchandise returned. The merchant has not posted a credit to my account. **Attached is my copy of the credit voucher.**

I have been billed multiple times (2 or more) for the same purchase on the same day.

I placed an order with the merchant above. I have not received merchandise which I expected by _____. I contacted the merchant for credit on _____, but no credit has posted to my account. **Attached is a detailed letter explaining that an attempt was made.**

I cancelled this reservation on _____. The cancellation number provided to me is as follows: _____ **or** No cancellation number was issued by the merchant. **(Please choose one.)**

I cancelled this recurring charge with the merchant on _____. No charges after this date are authorized from this merchant. **Attached is a detailed letter explaining that an attempt was made.**

I received merchandise/services different from what I requested/authorized. An attempt to contact the merchant was made on _____. **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. Additional information might be requiring.**

Member Signature

Date

If additional room is required to describe your dispute, please use a separate sheet of paper.

(Revised 10/07)

Employee Name _____

Employee # _____