

## CARDHOLDER DISPUTE FORM

Thank you for contacting us regarding a dispute on your MasterCard. Please use this form to explain the details of your dispute. You may place additional details on the second page.

Cardholder Name \_\_\_\_\_ Card number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Merchant Name \_\_\_\_\_ Amount \_\_\_\_\_ Transaction date \_\_\_\_\_

**Please thoroughly read this entire form, then choose the ONE category that best describes your dispute:**

\_\_\_\_\_ I did not participate or authorize this transaction.  
\_\_\_\_\_ My card is in my possession  
\_\_\_\_\_ My card was lost or stolen at the time of transaction.

\_\_\_\_\_ I do not recognize this transaction.

\_\_\_\_\_ I paid for this purchase another way, but it still posted to my statement. I contacted the merchant on \_\_\_\_\_ and the merchant response was \_\_\_\_\_. I have provided:

- \_\_\_\_\_ A cash receipt
- \_\_\_\_\_ Copies of both sides of a canceled check
- \_\_\_\_\_ The credit/debit card statement where the valid charge appears

**(One of the above is required and must be sent with this form before we can assist with your dispute.)**

\_\_\_\_\_ This charge posted to my account twice, but I only authorized one purchase. The valid charge posted on \_\_\_\_\_. My credit cards are still in my possession.

\_\_\_\_\_ The charge posted to my account for an amount different from the amount on my receipt. I have/have not (circle one) enclosed a copy of my receipt showing the difference.

\_\_\_\_\_ I have not received expected goods or services. The expected date of delivery/completion was \_\_\_\_\_. I have contacted the merchant and the response was \_\_\_\_\_.  
(Please place additional details of this dispute on the second page of the form.)

\_\_\_\_\_ The merchandise received was not as described, poor quality, damaged, or unsuitable for the purpose intended. I returned (or attempted to return) the merchandise on \_\_\_\_\_. I have contacted the merchant and their response to the return was \_\_\_\_\_.  
(Please provide details of what was wrong with the merchandise on the second page of the form, and include proof the goods were returned to the merchant, such as a tracking number.)

\_\_\_\_\_ I have returned merchandise to the merchant. A copy of my credit slip is enclosed.

\_\_\_\_\_ I have returned (or attempted to return) merchandise to the merchant. I did not receive a credit slip because \_\_\_\_\_. I was/ was not (circle one) informed of the merchant's return policy, and their response to the return was \_\_\_\_\_.

\_\_\_\_\_ I cancelled the transaction with the merchant on \_\_\_\_\_. I was/ was not (circle one) informed of the merchant's cancellation policy, I have contacted the merchant and the response to the cancellation was \_\_\_\_\_.  
(Please include any contracts or correspondence to and from the merchant.)

\_\_\_\_\_ I cancelled the hotel reservation on \_\_\_\_\_. My cancellation number is \_\_\_\_\_.  
(If no cancellation number was provided, please provide a telephone statement showing the cancellation call to the merchant.)

