

**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.**

( ) The transaction was authorized and then cancelled 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 credit has not 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 \_\_\_\_\_. Charges after this date are not 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 required.**

\_\_\_\_\_  
Member Signature

\_\_\_\_\_  
Date

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

*(Revised 10/07)*