

## Dispute Inquiry Form

|   |                           |
|---|---------------------------|
| Name:   | Card Number:              |
| Address:  |                           |
| Home Phone  | Work Phone:               |
| <b>Signature:</b>   | Date:                     |
| <p>Our ability to assist you in receiving reimbursement on this item is based solely upon the information and documentation that you provide to support your claim of dispute. It is for your BENEFIT that we ask you to please provide as much information as possible.....</p> <p>_____</p> <p>_____</p> <p>_____</p> <p>_____</p>  |                           |
| Merchant Name:  | Transaction Date:         |
| Transaction Amount:   | Was the Card Lost/Stolen? |
| <p><b>****Required Information****</b></p> <p><b>I contacted the merchant on ___/___/___ (date) in an attempt to resolve this dispute.</b></p> <p><b>I reported my card lost/ stolen on ___/___/___(date) .</b></p>   |                           |
| <p>_____ I certify that I did not participate in the above charge.</p> <p>_____ I have not received the merchandise that was to have been shipped to me. Expected delivery was ___/___/___. I contacted the merchant on ___/___/___ and the merchant's response was _____. (In order to assist you more effectively, you must contact the merchant and inform us of their response.)</p> <p>_____ I have been charged an incorrect amount. My receipt shows \$_____. However, I was charged \$_____. (Please provide a copy of your sales receipt.)</p> <p>_____ I have been charged more than once for the same transaction. I authorized only one charge with the merchant for \$_____. (Please provide a copy of your sales receipt.)</p> <p>_____ I notified the merchant on ___/___/___ to cancel the preauthorized order (reservation). My cancellation number is _____. I was/was not (circle one) informed of the cancellation policy when I made the reservation. The reason I cancelled was:_____</p> <p>_____ The transaction was paid by other means. (Please provide a copy of your cash receipt, or your canceled check.)</p> <p>_____ I was issued a credit slip for \$_____ on ___/___/___, which had not appeared on my statement. A copy of my credit slip is attached.</p> |                           |