

NOTIFICATION OF DISPUTED CHARGE - VISA

Member Name: _____ **Debit Card Number:** _____

TRANSACTION INFORMATION

(If more than one charge is in dispute, please provide a list specifying the information below for each charge.)

Merchant Name: _____ **Location:** _____
(City, State)

Transaction Date: _____ **Amount \$** _____

I am disputing the transaction(s) in question because of the following reason(s):

- The transaction(s) was unauthorized. No one authorized to use this account signed for or participated in the transaction(s).
- For mail/phone/e-commerce transaction(s) ONLY: I do not recognize the above-listed transaction despite a good faith effort made to provide me with additional details of the transaction(s).
- The charge(s) was paid by another means. Enclosed is a copy of the cancelled check or cash/credit receipt showing the alternate payment method.
- The amount signed for on the salesdraft differs from the amount billed on the monthly statement. Attached is my copy of the sales receipt.
- The transaction was authorized and then canceled on ____/____/____. I have attempted to resolve the dispute with the merchant. A credit voucher was issued (copy enclosed), but the credit has not posted to my account. If no credit voucher was issued, please attach a detailed letter explaining the date and reason for the return.
- I have been billed multiple times (2 or more) for the same purchase. The original charge posted to my account on ____/____/____.
- I placed an order with the merchant above. I have not received merchandise which I expected to receive by ____/____/____. I have contacted the merchant on ____/____/____ for credit but no credit has posted to my account.
- I cancelled this reservation on ____/____/____. The cancellation number provided to me is as follows: _____.
- I cancelled this recurring charge with the merchant on ____/____/____. No charges after this date are authorized from this merchant.
- I received merchandise different from what I ordered. 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.

Member Signature

Date

Telephone Number

ATTACH COPIES OF ALL RELATED DOCUMENTATION TO THIS FORM
If additional room is required to describe your dispute, please use the back of this form

(Revised 5/02)