

I paid by other means
You must provide proof such as a copy of the cancelled check (front and back), a cash receipt or a billing statement from another credit card.

I did not receive the merchandise
Please contact the merchant first.

What was the expected delivery date? _____
When did you contact the merchant? _____
What was the outcome of the merchant contact? _____

My credit / refund posted as a sale.

Merchandise was returned
Please attach signed proof of return or credit slip.

Date returned _____

A credit did not post to my account
Please enclose a copy of the dated credit slip or notice of credit from the merchant and a detailed explanation of your dispute.

My credit should have posted on _____ in the amount of \$_____._____.

I was charged for a hotel room, which I cancelled
Cancellation number is required.

Cancellation number: _____ (REQUIRED) Cancel date: _____

Service Dispute
Please describe the nature of your dispute and your attempts at resolution on a separate sheet of paper and attach to this form. Include copies of second opinions from a certified merchant on their invoice or letterhead, repair bills, contracts or other supporting documentation.

I did not authorize this charge
*I have no relationship with this merchant. I certify that I did not authorize or participate in this transaction with the above -mentioned merchant, nor did I authorize anyone else to use my card. **Your card's status will be deemed "lost/stolen" to prevent additional unauthorized charges. A new card will be ordered for you with a new card number.***

Disclosure Agreement and Authorization

By signing below, I make this affidavit voluntarily. I state that I have carefully examined my checking and/or savings statement(s) and find that the above described transaction(s) were not processed as requested by me, nor did I receive benefit or proceeds from the transaction(s). I swear this affidavit is true and understand that, ALL VIDEO TAPES OF THE TRANSACTIONS WILL BE TURNED OVER TO POLICE, AND willful violations of the Federal Electronic Funds Transfer Act Regulation E carry criminal penalties, and conviction for fraudulent use of EFT services carries a \$10,000.00 fine and a 10-year jail term. I further state that the signature below is my own proper signature. I declare under penalty of perjury that the forgoing is true and correct to the best of my ability.

Cardholder Signature

Date