

# MasterCard Transaction Dispute Form

888-428-4721

If you believe a transaction on your statement is in error, you must attempt to resolve with the merchant before initiating a dispute. After you have attempted to resolve with the merchant and feel you still need assistance, please complete and sign this form with your detailed information.

Provide copies of all documentation that will help us investigate your dispute (i.e. contracts, invoices, detailed letter, cancellation number, etc.). **Do not mail your dispute form or letter with your payment.**

Please check only one box. Do not alter wording on this form.

Your name: \_\_\_\_\_ Account/Card Number: \_\_\_\_\_

Transaction Date: \_\_\_\_\_ Post Date: \_\_\_\_\_ Reference Number: \_\_\_\_\_

Amount: \_\_\_\_\_ Merchant Name: \_\_\_\_\_

Please tell us why you think the item noted is in error. **Check only one box.**

- I certify that the charge listed above was not made by me or a person authorized by me to use my card, nor were the goods or services represented by the transaction received by me or a person authorized by me. (If you do not recognize the sale, choose this option.)
  - I certify that the charge in question was a single transaction, but was posted twice to my statement. I did not authorize the second transaction. All cards associated with this account are in my possession.  
Tran Date \_\_\_\_\_ Post Date \_\_\_\_\_ Sale#1 \$ \_\_\_\_\_ Reference # \_\_\_\_\_  
Tran Date \_\_\_\_\_ Post Date \_\_\_\_\_ Sale#2 \$ \_\_\_\_\_ Reference # \_\_\_\_\_
  - I was issued a credit slip that has not shown on my statement. A copy of my credit slip is enclosed.
  - Attached is my credit slip which was listed as a charge on my statement.
  - I have not received the merchandise that was to be shipped to me on \_\_\_\_\_ (date). I have asked the merchant on \_\_\_\_\_ (date) to credit my account. Confirmation# \_\_\_\_\_.
  - Merchandise that was shipped has arrived damaged and/or defective. I returned it on \_\_\_\_\_ (date) and asked the merchant to credit my account. Enclosed is my return receipt copy or tracking number for this return. # \_\_\_\_\_
  - I have returned the merchandise on \_\_\_\_\_ (date) because \_\_\_\_\_. Enclosed is a copy of my return slip or you can use this tracking number \_\_\_\_\_.
  - I notified the merchant on \_\_\_\_\_ (date) to cancel the preauthorized monthly billing. The reason for my cancellation is \_\_\_\_\_.
  - I was charged for a hotel room, which I cancelled. Please note cancellation # \_\_\_\_\_ or see attached phone bill showing the date and time of cancellation.
  - I was charged for a hotel room that I neither made reservations for, nor authorized the reservations to be made for me.
  - The amount of the charge was increased from \$ \_\_\_\_\_ to \$ \_\_\_\_\_ or my sales slip was added incorrectly. Enclosed is my copy of the sales draft that shows the correct amount.
  - Although, I did engage in a transaction with the merchant, I was billed for \_\_\_\_\_ transaction(s) totaling \$ \_\_\_\_\_ that I did not engage in, nor did anyone else authorized to use my card. I do have all my cards in my possession. Enclosed is a copy of my sales slip with the valid charge.
  - My card was used to secure this purchase but payment was actually made by other means. Attach copies of the cancelled check (front and back), cash receipt or other credit card account statements showing the transaction.
- Other - Please explain: \_\_\_\_\_

Signature (required) \_\_\_\_\_ Date: \_\_\_\_\_

Home Telephone: \_\_\_\_\_ Work Telephone: \_\_\_\_\_

Please return the dispute form and/or letter to Cards Risk Management Team by : Mail , P.O. Box 14542, Des Moines, Iowa 50306; Fax (515) 457-2074

Please keep a copy of this form for your records.