

Notification of Disputed Transaction - MasterCard

Cardholder Name: _____

Card Number:

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1. Transaction Information

Transaction Date	Merchant Name	Dollar Amount
___/___/___	_____	_____

2. Dispute Reason/Elaboration

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

The transaction(s) listed below are unauthorized.* No one authorized to use this account signed for or participated in the transaction(s).

At the time of the transaction(s), please indicate status of card (*Please check one*):

Card Lost Date card was Lost ___/___/___ Card Stolen Date card was Stolen ___/___/___

Card still in Accountholder's possession. New or Reissue Card Never Received

If cardholder still in possession of card is counterfeit card use suspected? Yes No

The charge(s) was paid by another means. Enclosed is a copy of the cancelled check/cash/credit receipt or account statement.

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. A credit voucher was issued (copy enclosed), but the credit has not posted to my account. If no credit voucher was issued, please explain the merchant's response to the cancellation/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 by ___/___/___ . I have contacted the merchant 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.

Cardholder Signature

Date

*If additional room is required to describe your dispute, please use the back of this form

Multiple Dispute Listing

Cardholder Name: _____

Card Number:

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2. Transaction Information

Transaction Date	Merchant Name	Dollar Amount
2. ____/____/____	_____	_____
3. ____/____/____	_____	_____
4. ____/____/____	_____	_____
5. ____/____/____	_____	_____
6. ____/____/____	_____	_____
7. ____/____/____	_____	_____
8. ____/____/____	_____	_____
9. ____/____/____	_____	_____
10. ____/____/____	_____	_____
11. ____/____/____	_____	_____
12. ____/____/____	_____	_____
13. ____/____/____	_____	_____
14. ____/____/____	_____	_____
15. ____/____/____	_____	_____
16. ____/____/____	_____	_____
17. ____/____/____	_____	_____
18. ____/____/____	_____	_____
19. ____/____/____	_____	_____
20. ____/____/____	_____	_____

Cardholder Signature

Date

DISPUTE NOTIFICATION

Account # _____ Total Amt. Disputed \$ _____

Debit Card # _____

Print Cardholder Name _____

Reporting Debit Card Lost or Stolen – Card is not in your possession.

Please describe how you learned that your Debit Card was Lost or Stolen in the box below. Include the probable loss/stolen date and probable loss/stolen location.

I never authorized these transactions and did not give my card to anyone else - Card is in my possession.

Please describe below how you learned that your account had unauthorized transactions from Debit Card use. Report who contacted you or did you find this out yourself? In detail, list how you learned of these transactions.

Enter your explanation here:

Cardholder Signature _____ Date _____

Print Cardholder Name _____

Best Phone Number _____

Email Address _____

INTERNAL USE

Provisional Date _____

Previous Claim Date _____

Card Reordered Date _____

Previous Claim Amt \$ _____

Fees Reversed Date _____

D/C Note and Account Comment Placed