



For A Better Life

### CARDHOLDER STATEMENT OF DISPUTED ITEM

Member Name: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Business Phone: \_\_\_\_\_

VISA Number: \_\_\_\_\_

***Disputed Charge(s):***

<u>Reference Number</u>	<u>Sale date</u>	<u>Amount</u>	<u>Merchant name</u>
_____	_____/_____/_____	_____	_____
_____	_____/_____/_____	_____	_____

***Please check only one box which best explains your dispute:***

Although I did engage in the above transaction, I dispute the entire charge or a portion in the amount of \$\_\_\_\_\_. I have contacted the merchant and requested a credit adjustment that I did not receive or was not satisfactory. I am disputing the charge because:  
*(Please explain completely. If additional space is needed, use the back of this form)*

\_\_\_\_\_  
\_\_\_\_\_

The amount of the sales slip was increased from \$\_\_\_\_\_ to \$\_\_\_\_\_.  
Enclosed is my copy of the sales slip, prior to alteration.

The credit slip was listed as a sale on my statement. *(Include a photocopy of the Credit Slip)*

I certify that the charge above was not made by me or by a person authorized by me to use my card. Also, the goods or services of the above transaction were not received by me or by a person authorized by me.

I received a price adjustment (*credit slip*) on the above transaction and it has not appeared on my statement. *(Include a photocopy of the Credit Slip)*

I certify that only one transaction was made with the above-mentioned merchant and I have been charged twice for the same transaction.

I certify that only one transaction was made with the above mentioned merchant and this same merchant has processed a second charge to my account, which I neither participated in nor authorized. Also, my VISA was in my possession at the time of the second transaction.

Signature: \_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/\_\_\_\_