

# Cardholder Dispute Form



Thank you for contacting us regarding a dispute on your CHANGE™ card. Please use this form to explain the details of your dispute. You may place additional details on the third page.

## Cardholder Information

Cardholder Name \_\_\_\_\_ Card Number \_\_\_\_\_

Address \_\_\_\_\_ City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Phone \_\_\_\_\_ Email \_\_\_\_\_

## Dispute Transaction

Merchant Name / ATM Location \_\_\_\_\_ Amount \_\_\_\_\_ Transaction Date \_\_\_\_\_

Please choose the ONE category that best describes your dispute:

I did not participate or authorize this transaction. *Select statement.*

My card is in my possession

My card was lost or stolen at the time of transaction

I have returned (or attempted to return) merchandise to the merchant. I did not receive a credit slip because \_\_\_\_\_ I  was  was not (check one) informed of the merchant's return policy, and their response to the return was \_\_\_\_\_.

I canceled the transaction with the merchant on \_\_\_\_\_. I  was  was not (check one) informed of the merchant's cancellation policy, and their response to the cancellation was \_\_\_\_\_.

I canceled the Hotel reservation on \_\_\_\_\_. My cancellation number is \_\_\_\_\_.  
*If no cancellation number was provided, please provide a telephone statement showing the cancellation call to the merchant.*

I do not recognize this transaction.

I paid for this purchase another way, but it still posted to my statement. I have provided:

A cash receipt

Copies of both sides of a canceled check

The credit/debit card statement where the valid charge appears

*Please note one of the above is required before we can assist with your dispute.*

This charge posted to my account twice, but I only authorized one purchase. The valid charge posted on \_\_\_\_\_.  
My card is still in my possession.

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- The charge posted to my account for an amount different from the amount on my receipt.

*Please send a copy of the receipt showing the difference with this form.*

- I have not received expected goods or services. The expected date of delivery/completion was \_\_\_\_\_  
I have contacted the merchant and the response was \_\_\_\_\_

*Please place additional details of this dispute on the second page of the form.*

- The merchandise received was not as described, poor quality, damaged, or unsuitable for the purpose intended. I returned (or attempted to return) the merchandise on \_\_\_\_\_. I have contacted the merchant and their response to the return was \_\_\_\_\_.

*Please provide details of what was wrong with the merchandise on the second page of the form, and include proof the goods were returned to the merchant, such as a tracking number.*

- I have returned merchandise to the merchant. A copy of my credit slip is attached.

