



Customer Dispute Request (#513)

Complete the fields below and obtain the cardholder's signature before providing to the SHAZAM Chargeback department via SHAZAM Access.

PAN: _____ Date Account Hot Carded: _____ Hot Card Purge Date: _____

Cardholder Name: _____ Date of Last Valid Transaction: _____

Disputed Transaction

Date: _____ Dollar Amount: _____ Merchant Name: _____

Date: _____ Dollar Amount: _____ Merchant Name: _____

Date: _____ Dollar Amount: _____ Merchant Name: _____

Date: _____ Dollar Amount: _____ Merchant Name: _____

Date: _____ Dollar Amount: _____ Merchant Name: _____

I have attempted in good faith to resolve this dispute with the merchant. No Yes (If yes, include the details below.)

At the time of the transaction the card was: Lost Stolen In my possession

Category

Check one category below that best describes your dispute for the transaction or transactions listed above. **Please note:** Complete a separate form for each dispute if more than one category applies.

Unauthorized

I did not authorize this transaction.

Double Billing

Incorrectly charged \$ _____ on _____ (date). Correct transaction for \$ _____ posted on _____ (date).

Merchandise or service not received

Did not receive merchandise or service I expected to receive on _____ (date).

Detailed description of merchandise/services purchased:

Credit not received

Issued a credit receipt that did not post to my account. A copy of the credit receipt is enclosed with this form.

Paid by other means

Paid for this transaction using cash, check, or other bank card. Copy of my cash receipt, cancelled check, or other bank card statement enclosed.

Incorrect amount

Billed \$ _____, but the correct amount is \$ _____. Enclosed is evidence of the correct amount.

Returned merchandise

Returned merchandise to merchant on _____ (date). Copy of the delivery carrier receipt and/ or bank card credit receipt enclosed.

Defective Merchandise

Merchandise arrived broken, defective, or otherwise unsuitable. I attempted to return the merchandise on _____ (date). My explanation of the defect is enclosed.

Not as described

Product or service received not as described by the merchant. I attempted to return the merchandise on _____ (date). Merchant's advertisement and letter explaining what I expected to receive enclosed.

Cancelled services/merchandise/reservation

Cancelled the service/merchandise/reservation on _____ (date); however, the merchant continues to bill me. The reservation cancellation number is: _____

Non-recognition

I do not recognize this transaction.

Other—Categories above do not describe situation

A detailed letter describing my situation is enclosed.

Cardholder Signature (Required)

Date