



## Customer Dispute Request (#513)

Complete the fields below, obtain the cardholder's signature and submit this form via SHAZAM Access.

### Card Information

PAN: *First Six Digits*

*Last Four Digits*

Date of Hot-Card with Pickup Response:

Cardholder Name:

Date of Last Valid Transaction:

### Disputed Transactions

Date: Amount: \$ Merchant Name:

I've attempted in good faith to resolve this dispute with the merchant.

No Yes (If Yes, include details below.)

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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 transactions listed above. **Please Note:** Complete a separate form for each transaction if more than one category applies.

**Unauthorized/Counterfeit Chip Transaction**  
I didn't authorize or engage in the transaction. The card is hot-carded.

**Returned Merchandise**  
I returned merchandise to the merchant on \_\_\_\_\_ (date).  
A copy of the delivery carrier receipt is enclosed.

**Debit Card Account Billed Twice**  
I was incorrectly charged \$ \_\_\_\_\_ on \_\_\_\_\_ (date).  
The correct transaction for \$ \_\_\_\_\_ posted on \_\_\_\_\_ (date).

**Defective Merchandise/Not as Described**  
The merchandise arrived broken, defective or otherwise unsuitable  
OR the product or service received was not as described by the merchant. The merchant's advertisement and a letter explaining what I expected to receive are enclosed. I returned or attempted to return the merchandise on \_\_\_\_\_ (date).

**Merchandise or Service Not Received**  
I didn't receive the merchandise or services I expected to receive on \_\_\_\_\_ (date). A detailed description of the merchandise or services purchased: (limit of 100 characters):  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Credit Slip Issued and Not Processed**  
I was issued a credit receipt that didn't post to my account.  
A copy of the credit receipt is enclosed with this form.

**Canceled Services/Merchandise/Reservation**  
I canceled the services/merchandise/reservation on \_\_\_\_\_ (date). However, the merchant continues to bill me. The reservation cancellation number is: \_\_\_\_\_.

**Paid by Other Means**  
I paid for this transaction using cash, check or another bank card. A copy of my cash receipt, canceled check or other bank card statement is enclosed.

**Incorrect Amount**  
I was billed \$ \_\_\_\_\_, but the correct amount is \$ \_\_\_\_\_.  
Evidence of the correct amount is enclosed.

**Non-fraud Digital Goods \$25 or Less — MasterCard Only**  
The merchant didn't offer purchase control settings.

### Cardholder Signature

\_\_\_\_\_  
**Cardholder Signature** (must be the name listed on the card)

\_\_\_\_\_  
**Date**