

**Notification of Disputed Transaction**  
**Merchandise/Services Not Received**

Cardholder Name: \_\_\_\_\_

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

City, State, Zip Code: \_\_\_\_\_

Phone Number: (\_\_\_\_) \_\_\_\_\_ (\_\_\_\_) \_\_\_\_\_  
Daytime Evening

Email: \_\_\_\_\_

Card Number: \_\_\_\_\_ Card Type:  Debit Card  Credit Card

**1. Transaction Information**

<b>Transaction Date</b> ____/____/____	<b>Merchant Name</b> _____	<b>Dollar Amount</b> _____
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What was purchased?  Merchandise  Services

Describe the Merchandise/Services purchased:  
\_\_\_\_\_  
\_\_\_\_\_

**2. Dispute Reason/Elaboration**

Date of expected receipt of the Merchandise/Service: \_\_\_\_/\_\_\_\_/\_\_\_\_

Was Merchant unwilling or unable to provide Merchandise/Service?  Yes  No

Was the Merchandise/Services canceled due to Non-Receipt?  Yes  No If yes, what date? \_\_\_\_/\_\_\_\_/\_\_\_\_

If a cancellation number was given, what was that number? \_\_\_\_\_

If no cancellation number given, did you ask for a cancellation number?  Yes  No

If Yes, what was the merchant's response?  
\_\_\_\_\_  
\_\_\_\_\_

**3. Attempt To Resolve**

Did you attempt to resolve with the merchant?  Yes  No

Date of most recent contact with merchant: \_\_\_\_/\_\_\_\_/\_\_\_\_

Contact Name: \_\_\_\_\_

How did you contact the merchant?  Phone  Email  Letter  In person

Please describe the attempt to resolve with the merchant:  
\_\_\_\_\_  
\_\_\_\_\_

Are there available documents to support dispute claim?  Yes  No

\_\_\_\_\_  
Cardholder Signature

\_\_\_\_\_  
Date