

Thank you for contacting us regarding a dispute on your Visa or MasterCard. Please use this form to explain the details of your dispute. You may place additional details on the second page.

Cardholder Name \_\_\_\_\_ Card number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Merchant Name \_\_\_\_\_ Amount \_\_\_\_\_ Transaction date \_\_\_\_\_

**Please thoroughly read this entire form, then choose the ONE category that best describes your dispute:**

\_\_\_\_\_ **I did not participate or authorize this transaction.**

- \_\_\_ My card is in my possession
- \_\_\_ My card was lost or stolen at the time of transaction.
- \_\_\_ 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

*(One of the above is required and must be sent with this form 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 credit cards are still in my possession.

\_\_\_\_\_ **The charge posted to my account for an amount different from the amount on my receipt.**

I **have/have not** (circle one) enclosed a copy of my receipt showing the difference.

\_\_\_\_\_ **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 enclosed.**

\_\_\_\_\_ **I have returned (or attempted to return) merchandise to the merchant.**

I did not receive a credit slip because \_\_\_\_\_.

I **was/ was not** (circle one) informed of the merchant's return policy, and their response to the return was \_\_\_\_\_.

\_\_\_\_\_ **I cancelled the transaction with the merchant on \_\_\_\_\_.**

I **was/was not** (circle one) informed of the merchant's cancellation policy, I have contacted the merchant and the response to the cancellation was \_\_\_\_\_.

*(Please include any contracts or correspondence to and from the merchant)*

\_\_\_\_\_ **I cancelled 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.)*

NOTE: Please provide a detailed explanation of the dispute.

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

Please fax this form along with supporting documentation to First State Bank of Bedias at (936) 395-2730.  
For questions please call (936) 395-2141.