



Regions Commercial Card (Purchasing Card) Transaction Dispute Form

To: _____ Email: _____

Date: _____ From: _____

Case Number: _____

*****Please contact 1-888-934-1087 to obtain a Case Number prior to submitting this form *****

If you believe a transaction on your statement is an error or unauthorized, please complete this form in its entirety, or write a detailed letter on a separate sheet attached to this form with any accompanying documentation. Return this form via email (fraudriskteam@commercialcard.regions.com). If unable to email, this form may be mailed to Commercial Card Services, Attn: Fraud Dept., PO BOX 1049, Southeastern, PA 19398.

Cardholder Name: _____

Account Number: _____

Business Name: _____

Contact Number: _____ Email: _____

Transaction Amount: _____

Merchant Name: _____

Transaction Date: _____

Reference Number: _____

If disputing multiple items, please enter "See Attached" for Transaction Amount, Merchant Name, Transaction Date, and Reference Number and list transactions on separate sheet.

Is the card in your possession? Yes No

Do you believe the transaction(s) to be fraudulent? Yes No

*****Accounts with fraudulent activity must be closed in order to prevent additional fraud***
Please contact the Fraud Dept. at 1-888-934-1087, option 3 to report fraud prior to submitting this form.**

Dispute initiated for the following reasons (Please select only one):

1. The amount of the charge was increased from \$_____ to \$_____ or my sales receipt was added incorrectly. Enclosed is a copy of the sales receipt that shows the correct amount.

2. Fraudulent charge - I certify the charges listed were not made by me or a person authorized by me to use my card, nor were the represented goods or services received by me or a person authorized by me. *****NOTE: This option is for fraud only and requires the account to be closed*****

3. I do not recognize the charges listed above and would like to receive more information from the merchant concerning the details of the charges or I need a copy of the sales receipt for my records. I understand that if, upon review of the merchant's information, it is determined the charges are valid, my account will be charged a \$7.50 Receipt Copy Fee per sales receipt received (This fee will not be charged if the charges are determined to be unauthorized or invalid).

4. I have not received merchandise that was supposed to be shipped to me on ___/___/___. I contacted the merchant on ___/___/___ to credit my account, but this has not happened. The merchant provided the following response to my inquiry (required): _____

5. A credit has not posted to my account and it has been more than 15 days. (Please attach a copy of the credit slip):
____The attached credit slip was listed as a charge on my statement
____I was issued a credit from the merchant that has not shown on my statement.

6. Although I did engage in the above transaction, I dispute the entire charge or a portion in the amount of \$_____. I have contacted the merchant and requested a credit adjustment. I either did not receive the credit or it was unsatisfactory. I am disputing the charge because _____

7. I certify that the charge in question was a single transaction, but was posted twice to my statement. I did have all cards in my possession at the time. I did not authorize the second transaction of \$_____

8. The merchandise or services I received was paid for by other means. (Please attach proof of payment by other means such as a copy of a cancelled check, a copy of a credit card statement, etc.).

9. I notified the merchant to cancel this recurring charge on ___/___/___. The cancellation number provided to me is _____. I cancelled the transaction because _____

10. Merchandise received by me was (check one):
____ Damaged ____ Defective ____ Unsuitable for Use ____ Not as Described ____ Counterfeit

Please explain what was expected from the merchant versus what was received and details regarding your attempt to resolve the situation with the merchant: _____

11. Service provided to me was (check one):
____ Unsuitable for Use ____ Not as Described ____ Misrepresented

Please explain what was expected from the merchant versus what was received and details regarding your attempt to resolve the situation with the merchant: _____

12. Although I did engage in a transaction at the merchant, I was billed for additional transactions that I did not engage in, nor did anyone else authorized to use my card. I did have all cards in my possession at the time of the transactions in question. Please list the additional transactions: _____

13. Other. Please explain: _____

Signature (required): _____ Date: _____