

## Purchasing Card Transaction Dispute Form

To: \_\_\_\_\_ Fax: \_\_\_\_\_

Date: \_\_\_\_\_ From: \_\_\_\_\_

Case Number: \_\_\_\_\_

\*\*\*Please contact Wendover at 1-888-934-1087 to obtain a Case Number prior to faxing this form \*\*\*

If you believe a transaction on your statement is an error, please complete this form in its entirety, or write a detailed letter on a separate sheet attached to this form with any accompanying documentation and return via fax or mail. This form may be mailed to Commercial Card Services, Attn: Fraud Dept., P.O. Box 1049, Southeastern, PA 19398.

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

Account Number: \_\_\_\_\_

Business Name: \_\_\_\_\_

Contact Number: \_\_\_\_\_ Fax Number: \_\_\_\_\_

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  NoDo 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 faxing 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. The attached credit slip was listed as a charge on my statement. A copy of the credit slip is enclosed.

6. I was issued a credit from the merchant that has not shown on my statement. A copy of the credit slip is enclosed.

7. 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

\_\_\_\_\_.

8. 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 \$\_\_\_\_\_.

9. I notified the merchant to cancel this pre-authorized order on \_\_\_/\_\_\_/\_\_\_\_. The cancellation number provided to me is \_\_\_\_\_.

10. Merchandise that was shipped to me has arrived damaged and/or defective.

11. Although I did engage in a transaction at the merchant, I was billed for \$\_\_\_\_\_ 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. A copy of the credit slip is enclosed.

12. Other. Please explain: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Signature (required):** \_\_\_\_\_ **Date:** \_\_\_\_\_