

# Notification of Disputed Transaction - MasterCard

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

Card Number:

--	--	--	--

## 1. Transaction Information

<b>Transaction Date</b> ____/____/____	<b>Merchant Name</b> _____	<b>Dollar Amount</b> _____
---	-------------------------------	-------------------------------

## 2. Dispute Reason/Elaboration

**I am disputing the transaction(s) in question because of the following reason(s):**

The transaction(s) listed below are unauthorized.\* No one authorized to use this account signed for or participated in the transaction(s).

At the time of the transaction(s), please indicate status of card (*Please check one*):

- |   |   |
|---|---|
| <input type="checkbox"/> Card Lost    Date card was Lost ____/____/____ | <input type="checkbox"/> Card Stolen    Date card was Stolen ____/____/____ |
| <input type="checkbox"/> Card still in Accountholder's possession.      | <input type="checkbox"/> New or Reissue Card Never Received                 |

If cardholder still in possession of card is counterfeit card use suspected?     Yes     No

The charge(s) was paid by another means. Enclosed is a copy of the cancelled check/cash/credit receipt or account statement.

The amount signed for on the salesdraft differs from the amount billed on the monthly statement. Attached is my copy of the sales receipt.

The transaction was authorized and then canceled. A credit voucher was issued (copy enclosed), but the credit has not posted to my account. If no credit voucher was issued, please explain the merchant's response to the cancellation/return.

I have been billed multiple times (2 or more) for the same purchase. The original charge posted to my account on \_\_\_\_/\_\_\_\_/\_\_\_\_.

I placed an order with the merchant above. I have not received merchandise which I expected by \_\_\_\_/\_\_\_\_/\_\_\_\_. I have contacted the merchant for credit but no credit has posted to my account.

I cancelled this reservation on \_\_\_\_/\_\_\_\_/\_\_\_\_. The cancellation number provided to me is as follows: \_\_\_\_\_.

I cancelled this recurring charge with the merchant on \_\_\_\_/\_\_\_\_/\_\_\_\_. No charges after this date are authorized from this merchant.

I received merchandise different from what I ordered. Attached is a detailed letter explaining what was expected from the merchant, what was received, and that an attempt to return the merchandise was made.

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

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

\*If additional room is required to describe your dispute, please use the back of this form

**Detailed Dispute Letter of Explanations-MASTERCARD**

**This form may have more than one transaction listed as long as it is from the same Merchant.**

Cardholders must contact the merchant prior to initiating a dispute and the cardholder's documentation must set forth the result of the conversation with the merchant. If the cardholder cannot contact the merchant, the cardholder must explain what attempt was made. A form or letter claiming that the cardholder attempted to contact the merchant without explaining the merchant's response is not sufficient to validate the chargeback and in arbitration will be considered invalid.

Cardholder Name: \_\_\_\_\_ Card Number \_\_\_\_\_

Activity Date (swiped date): \_\_\_\_\_ Settlement Date (taken out of account): \_\_\_\_\_

Merchant: \_\_\_\_\_ Amount of Transaction(s): \_\_\_\_\_

Did you initiate contact with the Merchant \_\_\_\_\_

Did you give this Merchant your Debit Card Number \_\_\_\_\_

Did you sign up for a "trial period" \_\_\_\_\_

Have you followed their cancellation policy \_\_\_\_\_

Did you receive any merchandise \_\_\_\_\_

If you received any merchandise did you return it \_\_\_\_\_

When did you contact the Merchant? Contacted on \_\_\_\_\_, at phone number \_\_\_\_\_  
The name of the person talked to was \_\_\_\_\_

and the conversation results were:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

They will not give me a refund because:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_ (You may include additional documents )

Phone Number \_\_\_\_\_

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

\*\*\*\*\*Letter of Rebuttal\*\*\*\*\*

**This form may have more than one transaction listed as long as they are from the same merchant.**

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

Debit Card Number \_\_\_\_\_

Date of disputed Transaction(s): \_\_\_\_\_

Merchant: \_\_\_\_\_

Amount of Transaction(s): \_\_\_\_\_

**To Whom It May Concern:**

“I did not authorize the transaction and did not receive merchandise or services and did not benefit in any way.”

Signature: \_\_\_\_\_

\*\*\*\*\*