

Notification of Disputed Transaction - Mastercard

Cardholder Name: _____

Card Number:

1. Transaction Information (For multiple transactions, see page 2)

Transaction Date	Merchant Name	Dollar Amount
_____	_____	_____

2. Dispute Reason (Complete Fraud OR Dispute Section)

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

Fraud:

The transaction(s) listed above/below were not signed for or participated in.

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

- Card Lost Date card was Lost _____ Card Stolen Date card was Stolen _____
 Card still in Accountholder's possession. New or Reissue Card Never Received

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

Dispute (Part A - Select ONE, then complete Part B on page 2):

- 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 sales draft 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 (Part B 'Narration') 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 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 and are compliant within the merchant's cancellation policy.
- I received merchandise different from what I ordered.

Cardholder Signature

Date

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Card Number:

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Dispute (Part B – ALL fields required)

- The merchant was contacted on _____
- Merchant Resolution – Check one of the following:
 - I was unable to make contact via phone or electronic communication (if electronic, please provide)
 - Credit was promised to be received by _____
- Narration: _____

3. Transaction Information

Transaction Date	Merchant Name	Dollar Amount
2. _____	_____	_____
3. _____	_____	_____
4. _____	_____	_____
5. _____	_____	_____
6. _____	_____	_____
7. _____	_____	_____
8. _____	_____	_____
9. _____	_____	_____
10. _____	_____	_____
11. _____	_____	_____
12. _____	_____	_____
13. _____	_____	_____
14. _____	_____	_____
15. _____	_____	_____

Cardholder Signature

Date