

# Notification of Disputed Transaction - MasterCard

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

Card Number:

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## 1. Transaction Information

Transaction Date	Merchant Name	Dollar Amount
___/___/___	_____	_____

## 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*):

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

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

