

DISPUTE FORM

Customer Statement of Disputed Transaction(s) – Unauthorized / Fraudulent

Cardholder must fill the information's below. Use a separate form or additional pages to document each dispute.

- ☐ 3. Although I did engage in the above transaction (complete **ONE** of the following statements and provide as much detail as possible to support your statement):
- A. The dollar amount of the sale was increased from \$ _____ to \$ _____. I am enclosing a copy of my debit card sales receipt, which reflects the correct dollar amount.
 - B. I dispute the entire charge or a portion of it in the amount of \$ _____. I have contacted the merchant and a credit has been applied to my account. (Please provide details of the circumstances surrounding this transaction and your calculations used to derive the correct amount, if amount is less than the total billed to your account.)
 - C. I have never received the merchandise. I expected to receive it during the week of _____ (date). I have since contacted the merchant and asked that a credit be applied to my account.
 - D. All or part of the shipped or delivered merchandise was defective or damaged when received. I returned the merchandise on _____ (date) but have not received a credit for the amount of \$ _____. I am enclosing a detailed statement describing the defects of the merchandise and am enclosing a copy of my proof of return list of the merchandise received, the items returned, and the cost of each item.
 - E. The above transaction is a duplication of an authorized transaction that took place on _____ (posting date). The reference number of the authorized transaction as shown on my card statement is: _____.
 - F. I am enclosing a detailed explanation of the reason(s) the merchant was not able or willing to provide the requested merchandise/services. I am also providing details of my attempts to resolve this matter with the merchant, including date(s) and the merchant's response(s).
- ☐ 4. I received a credit slip, but it was applied to my account as a charge. I am enclosing a copy of this credit slip.
- ☐ 5. I received a credit slip, but it has not yet been applied to my account. I am enclosing a copy of this credit slip.
- ☐ 6. I guaranteed a hotel reservation for late arrival and subsequently cancelled it on _____ (date) at _____ (AM/PM.)
Cancellation number: _____
- ☐ 7. Other reason: _____

I certify that the charge(s) listed on the statement was not made by me nor a person authorized by me to use my card. I also understand that making a false claim is a criminal offence.

Phone no.: _____

Email: _____

Cardholder Signature: _____

Date: _____

We're here to help.

Contact us at fraud@paidtoday.io for any enquiries

Email us

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