

# Cardmember Statement of Disputed Item

Complete form in its entirety and fax to 816-843-2536. Send original to Card Service Center at Mailstop 1110504.

## Account Information

Customer's Name: \_\_\_\_\_

Customer's Address: \_\_\_\_\_

Daytime Phone Number: (     ) \_\_\_\_\_ Home / Alternate Phone Number: (     ) \_\_\_\_\_

Account Number (16 digits): \_\_\_\_\_

## Transaction and Dispute Information

Transaction Date: \_\_\_\_\_ Transaction Amount: \_\_\_\_\_ Dispute Amount: \_\_\_\_\_

Merchant Name or Description on Statement: \_\_\_\_\_

To ensure that we have a true understanding of your dispute, it is necessary that you answer all of the following questions:

1. **Description of Item or Service.** What was purchased?
  
2. **Reason for Dispute.** It is important that you provide us with as many details as possible regarding your claim. Include any documentation to help support your claim. The more details we have, the more successful the outcome.
  
3. **Attempt(s) to Resolve Dispute.** Visa USA requires that you make an attempt to resolve the dispute before we submit a claim to the merchant. Please answer the following:
  - A) What attempt was made to resolve the matter with the merchant?
  
  - B) What was the date you contacted the merchant, and what is the name of the person you spoke with?
  
  - C) What was the merchant's response?

If no attempt was made to resolve the dispute with the merchant, please explain your reasons:



By signing below, I declare that I or any person acting in concert with me did not originate the posted transaction with fraudulent intent. I further agree to fully cooperate with the Bank in any investigation it may conduct and agree that my failure to cooperate authorizes the Bank to debit my account for any amount the Bank has paid me based upon this affidavit.

\_\_\_\_\_ **Customer's Signature** \_\_\_\_\_ **Date** \_\_\_\_\_

\_\_\_\_\_ **Report Taken By (Please print)** \_\_\_\_\_ **Branch Location and Number** \_\_\_\_\_ **Bank Telephone Number** (     ) \_\_\_\_\_