



CARDHOLDER STATEMENT OF DISPUTED ITEM
FOR DVISA TRANSACTIONS



MBCDI

Email the completed form to visadisputes@americafirst.com

Member Name _____ Date _____

Account Number _____ Email _____

Best Daytime Contact Phone _____ Best Contact Time _____:

Debit Card Transaction Credit Card Transaction

\$ _____

Sale/Transaction Date Amount Merchant Name

UNAUTHORIZED TRANSACTIONS (for multiple transactions, please attach a marked history)

I certify I have never given the above merchant my Visa card #. I certify that the above charge was not made by me or by a person authorized by me to use my card, nor were the goods or services represented by the above transaction received by myself or by a person authorized by me. REQUIRED: Due to your card number being used by an individual not authorized to use your card, your card MUST be reported as a Lost or Stolen card. **Date Lost/Stolen Report was Completed (mm/dd/yy) _____

Is the card in the member's possession Yes No

I discovered the card was Lost Stolen Counterfeited on (mm/dd/yy) _____

I have have not reported the card to the police. If you have reported, provide the agency and case number below:

FOR ALL OTHER TRANSACTION(S)

** I contacted the merchant on (mm/dd/yy) _____ in an attempt to resolve this dispute.

Merchants response _____

Description of your dispute with the merchant _____

Please check only the box which best explains your dispute

I have cancelled services/reservation on (mm/dd/yy) _____ because _____ Cancellation # _____

The Amount of the sales slip was increased from \$ _____ to \$ _____ REQUIRED: Attach your copy of the sales slip with the correct amount you were charged. Differed of \$10 or more.

I have not received the merchandise which was expected on (mm/dd/yy) _____. I asked the merchant to credit my account (circle one: YES / NO). Date of request (mm/dd/yy) _____. Description of merchandise not received: _____

I have returned merchandise on (mm/dd/yy) _____ because _____ REQUIRED: Attach return receipt, postal receipt, and tracking number

I was issued a credit slip for \$ _____ on (mm/dd/yy) _____ which has not shown on my statement. REQUIRED: Attach copy of credit slip.

I certify that only one transaction was made with the above-mentioned merchant. On my Visa card account this same merchant has processed a second charge to my account, which I neither participated in nor authorized. Also, my Visa card was in my possession at the time of the second transaction. (Transactions must be done on the same day for the same dollar amount.)

I have paid the merchant by other means. REQUIRED: Attach documents showing proof of payment.

Not as described. (PLEASE ATTACH A DETAILED LETTER DESCRIBING YOUR DISPUTE)

Signature _____ Date Signed _____

Branch Number _____ Teller Number _____