

**Notification of Disputed Transaction**  
**Merchandise/Services Not Received**

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

Card Number:

□ □ □ □ - □ □ □ □ - □ □ □ □ - □ □ □ □

**1. Transaction Information**

**Transaction Date**                      **Merchant Name**                      **Dollar Amount**

\_\_\_\_/\_\_\_\_/\_\_\_\_                      \_\_\_\_\_                      \_\_\_\_\_

What was purchased?                       Merchandise       Services

Describe the Merchandise/Services purchased:

\_\_\_\_\_

\_\_\_\_\_

**2. Dispute Reason/Elaboration**

Date of expected receipt of the Merchandise/Service:      \_\_\_\_/\_\_\_\_/\_\_\_\_

Was Merchant unwilling or unable to provide Merchandise/Service?       Yes       No

Was the Merchandise/Services canceled due to Non-Receipt?       Yes       No      If yes, what date? \_\_\_\_/\_\_\_\_/\_\_\_\_

If a cancellation number was given, what was that number?      \_\_\_\_\_

If no cancelation number given, did you ask for a cancellation number?       Yes       No

If Yes, what was the merchant's response?

\_\_\_\_\_

\_\_\_\_\_

**3. Attempt To Resolve**

Did you attempt to resolve with the merchant?       Yes       No

Date of most recent contact with merchant:      \_\_\_\_/\_\_\_\_/\_\_\_\_

Contact Name:      \_\_\_\_\_

How did you contact the merchant?       Phone       Email       Letter       In person

Please describe the attempt to resolve with the merchant:

\_\_\_\_\_

\_\_\_\_\_