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### Customer Statement of Disputed Transaction

Please complete eitherSection 1 or Section 2 below. Use a separate form or additional pages to document each disputed transaction. Select form of delivery:

Mail: Cardholder Services, PO BOX 540190, Omaha, NE 68154-0190, USA

Fax: +1-650-242-4112

Email:  [i2c.disputes@i2cinc.com](mailto:chargebacks@i2cinc.com)

If you have any questions, please call the Customer Service number printed at the back of your card.

Your Name:

Card #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| Transaction Date | Merchant Name | Post Date | Amount |
| --- | --- | --- | --- |
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SECTION 1: Transaction was not made by me or an authorised person.

I certify that the charge(s) listed above was (were) not made by me nor a person authorised by me to use my card. I did not receive any goods or services from this transaction nor did any person authorised by me.

My card was (please select one):

* IN MY POSSESSION
* LOST
* STOLEN

Do you know who made these transactions? ☐ YES ☐ NO

If YES, who do you think made or authorised these transactions?

What is your relationship to this person?

Please list other items that were lost or stolen (if any):

When was the last time you used your card?

Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Time: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Merchant Name or ATM Location: \_\_\_\_ \_

Amount: $ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Where do you normally store your card?

Where do you normally store your PIN?

Have you given permission to anyone to use your card? (Select one)

* NO
* YES (If yes, complete the following)

Name:

Relationship:

SECTION 2: Transaction was made by me, but there is a problem to report.

Although I did engage in the above transaction (complete ONEof the following statements and provide as much detail as possible to support your statement):

* ATM: I requested $ \_\_\_\_\_\_\_\_\_\_\_ from the ATM; however, I received $ \_\_\_\_\_\_\_\_\_\_\_\_\_. I am disputing the amount of $ as this amount was not received.
* Incorrect amount: The amount of the purchase posted to my account is higher than my sales receipt. I agreed to $\_\_\_\_\_\_\_\_\_\_\_\_\_ but I was charged $\_\_\_\_\_\_\_\_\_\_\_\_\_. I am enclosing   
  a copy of my sales receipt, which reflects the correct dollar amount.
* Merchandise/Service not received: I did not receive the merchandise/service. I expected to receive (Services/Product details) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date). I am also providing details of my attempts to resolve this matter with the merchant, including date(s)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ and the merchant’s response(s)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* Cancelled merchandise/service: I cancelled the transaction with the merchant on (date) \_\_\_\_\_\_\_\_\_\_\_\_\_\_, I have not received my credit. I am enclosing the communication with the merchant requesting cancellation and refund.
* Merchandise Defective: All, or part, of the shipped or delivered merchandise was defective or damaged when received. I attempted/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. I am also enclosing a copy of my proof of return, a list of the merchandise received, the items returned, and the cost of each item.
* Duplicate Transaction: The above transaction is a duplication of an authorised transaction that took place on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (posting date). The reference number of the authorised transaction as shown on my card statement is: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* Paid by other Means: I was charged for the same transaction on two different payment methods (card/check/cash). I am enclosing both receipts.
* Credit Processed as Charge: I received a merchandise return credit slip, but it was applied to my account as   
  a charge. I am enclosing a copy of this credit slip.
* Credit Not Received: I was promised a refund, but it has not yet been applied to my account. I am enclosing   
  a copy of this credit slip.
* Hotel Reservation Cancellation: I guaranteed a hotel reservation for late arrival and subsequently cancelled it on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date) at \_\_\_\_\_\_\_\_\_\_\_\_\_ (AM/PM). I was given the following cancellation number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* Electronic Credit (Direct Deposit) / Electronic Debit (Merchant Bill Payment): I did not receive the correct amount for an Electronic Credit or was charged incorrectly for an Electronic Debit on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (date) by \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ (name of the company that originated the Electronic Credit/Debit) in the amount \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. The correct Electronic Credit amount is \_\_\_\_\_\_\_\_\_\_\_\_\_\_ or the correct Electronic Debit amount is \_\_\_\_\_\_\_\_\_\_\_\_\_\_.
* Mobile Deposit: I made a Mobile Deposit on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(date) with a check in the amount of \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_. My account was credited for a different amount \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ which is less than my deposit. I am attaching a copy of the front and back of the check that was deposited.
* Other reason:

Cardholder Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Daytime Contact Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Email: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

*Please attach all documents and communications that help to establish the basis for your dispute.*