

MERCHANT SERVICES
PO BOX 6010
HAGERSTOWN, MD 21741-6010
USA

DISPUTE NOTIFICATION

Dispute Type: FIRST CHARGEBACK

08/02/2021 (mm/dd/yyyy)

BUDGET CAR AND TRUCK REN
CHRISTA GRIEGO
7120 HAVEN ST 2ND FLOOR
LAS VEGAS NV 89119
US

A financial adjustment has been made to your account as a result of a dispute. If you wish to contest, your response must be received no later than:
08/17/2021 (mm/dd/yyyy)

Issuer: JPMorgan Chase Bank N.A. - Debit
Case Number: 212134104901
Adjustment Amount: 621.79
Reason: 1250 / Incorrect amount

Original Transaction Detail Information

Merchant Number:	004200031997	Credit Card Number:	442756XXXXXX1827
Card Product Type:	Visa Classic	Transaction Amount:	2662.46
Batch Date (mm/dd/yyyy):	07/20/2021	Transaction Date (mm/dd/yyyy):	07/19/2021
Invoice Number:		Alternate Amount:	0.00
Merchant Xref:		Transaction Method:	Card Present
Reference Number:	24941351201826569519667	POS Entry:	
Airline Ticket Number:		MCC:	3366
Custom Data:			

DO NOT ISSUE CREDIT! The cardholders account has been credited as a result of this chargeback. If you previously issued credit, please provide the date and amount of the credit.

When responding to this dispute, follow all instructions on the back of the form.

Comment: To refute this chargeback, please provide a copy of the transaction documentation to validate that this transaction was processed correctly.

Dispute Alert: Did your response to a chargeback result in a pre-arbitration? Pre-arbitrations initiated by the consumer's bank and accepted by you may result in a \$15.00 fee. Responses to pre-arbitrations will be sent to the consumer's bank. The bank may ask that the card network rule on the case. Cases decided in the consumer's favor may be assessed fees in excess of \$450. Please review your responses carefully to avoid unnecessary fees.

Questions?

Call **Merchant Services** at:
833-692-5687

Contact your Representative today to manage your disputes in a more efficient, timely and secure environment.

DISPUTE RESPONSE - R01E

Merchant #: 004200031997

Case #: 212134104901

Reason Code:1250

Amount:621.79

___ Accept Dispute: By selecting this action, you are accepting **FULL** financial liability for this dispute.

___ Credit Issued: Credit Date (MM/DD/CCYY): ___/___/___ Credit Amount: _____

Check all conditions that apply to your response and include supporting documentation as required by the Issuer. Please ensure the case number is written in the upper right hand corner of each page.

- ___ Copy of a signed and/or electronically captured sales slip
- ___ Copy of a signed cancellation policy or order form
- ___ Copy of a signed order form
- ___ AVS of Y or M and **SIGNED** proof of delivery to AVS confirmed address
- ___ Signed rental agreement or Hotel/Motel folio
- ___ Copy of the Recurring billing agreement
- ___ T & E Documentation showing loyalty transactions related to this purchase
- ___ T & E Documentation showing subsequent purchases made throughout the service period
- ___ Proof that the ticket was received for passenger transport
- ___ Proof the name on the flight manifest matches the Cardholder name on purchased itinerary
- ___ Proof of CVC2 in lieu of imprint
- ___ Proof of authorization
- ___ Proof of Verified by Visa, MasterCard Secure Code, AMEX Safe Key, or Discover Protect Buy
- ___ Other documentation (Please Describe): _____

FOR FAST PROCESSING SIGN INTO DISPUTE MANAGER

@ WWW.BUSINESSTRACK.COM

OR FAX YOUR RESPONSE TO: 402-933-1525



Dispute Reason Code 12.1, 12.2, 12.3, 12.4, 12.5, 12.6.1, 12.6.2, 12.7

ROL Case Number: 2125690171

Transaction Information

Cardholder Account Number: 442756XXXXXX1827

Tran type: D

Transaction Amount: 2662.46

Acquirer Reference Number: 24941351201826569519667

Transaction Currency Code: 840

Merchant Name : BUDGET CAR AND TRUCK REN

TransDate (MM/DD/CCYY): 07/19/2021

Chargeback CPD (MM/DD/CCYY): 08/01/2021

Dispute Reason Code: 12

Dispute Condition Code: 5

MO/TO/ECI Indicator:

Merchant Category Code: 3366

Transaction Identifier: 301184661869759

Retrieval Ref: 120127826569

Jurisdiction: DOMESTIC-US

Dispute Information

Dispute Amount: 621.79

Case Status: Processing Error Dispute - Received

Local Tran/Source Amount:

Cardholder Billing/Destination Amount:

Explain why credit presented does not apply:

What is incorrect about the transaction? Incorrect Amount

Certification/Elaboration

Are both transactions for the same merchant and on the same card? ☐ Yes ☐ No

Is the other transaction for the same merchant and on a different Visa Card owned by the same Issuer/Cardholder? ☐ Yes ☐ No

Duplicate transaction

Transaction Date:

Transaction Amount:

Acquirer Reference Number:

Transaction ID:

Does the issuer have evidence that the first merchant passed on the funds to the second merchant? ☐ Yes ☐ No

Is the other transaction paid by other means? ☐ Yes ☐ No

Did the cardholder attempt to resolve the dispute with the merchant? ☐ Yes ☐ No

Is attempt to resolve prohibited by local law or regulations? ☐ Yes ☐ No

Is the account number on the issuer's master file? ☐ Yes ☐ No

Does the account number on the receipt match the cardholder's account number or token? ☐ Yes ☐ No

What is the account number of the cardholder's receipt?

Does the chip card contain a valid cryptogram? ☐ Yes ☐ No

What is the amount of the cardholder's receipt? 2040.67

Is the dispute due to the difference between the quoted price and the actual charges made by the merchant? ☒ Yes ☐ No

Is the account number on the issuer's master file? ☐ Yes ☐ No

Incorrect Currency Reason:

☐ Currency Difference

☐ DCC Disputes

Processed through VisaNet as HKD what was correct currency?

Correct Currency:

Certification that the Cardholder did not agree to Dynamic Currency Conversion and did not make an active choice: ☐ Yes ☐ No

How is the transaction code incorrect?

☐ Credit instead of reversal or adjustment

Explain why the credit refund was processed in error:

☐ Credit posted as a debit

☐ Debit posted as a credit

Certification that the authorization request would have been declined if valid data had been provided: ☐ True ☐ False

Explain why the inclusion of valid data would have caused the Authorization Request to be declined: