Dispute Resolution Form— Fraud



Transaction Information:					
Acquirer's Reference Data or Switch Serial Number:					_
Merchant Name:	Transaction or Settlement Date:				
Number of Items:	_ Disputed Amount:	_			_
If multiple transactions are charged back, include the first transaction dibelow or on separate pages the remaining unauthorized transactions merchant name, Acquirer Reference Data or Switch Serial Number and	disputed by the cardholder. Include transaction amount.	for eac	h transad	ction tl	
By completing this form, the issuer certifies claim that neither he, she, nor anyone authorizansaction(s) provided with this form.					
Card Status Information: Check all applicable bo dispute.	xes as required by the <i>Charg</i> o	eback	Guide	for th	nis
The card was closed and the issuer blocked the account chargeback was processed:	t on its host before the		Yes		No
The transaction was reported to the Fraud and Loss Date processing chargeback:	abase (prior SAFE) before		Yes		No
The account was listed on the Account Management Se with a "capture card" response until card expiration:	rvice Stand-In Account File		Yes		No
The cardholder was not in possession nor in control of that the time of the transaction. The card used was lost, st (NRI):			Yes		No
The cardholder was in possession and control of the cardholder was in possession and control of the card the time of the transaction or the card used was counter			Yes		No
Reason code 4837 when charging back CAT 2 transactistolen, or NRI at the time of the transaction?	ons: Was the card lost,		Yes		No
Reason Code 4840: Was one legitimate transaction mad location and at the time of the transaction the cardholde control of all cards?			Yes		No
Additional Information if needed					

Dispute Resolution Form— Fraud



"The issuer certifies that it complies with Mastercard Bylaws, Rules, policies and operating regulations and procedures of Mastercard (the "Standards"), written agreements and privacy laws and regulations applying to the protection of personal data. The issuer agrees that the personal data collected may be used according to Mastercard Standards and Mastercard's Global Privacy Notice on http://www.mastercard.us/privacy/ . I certify that the facts were obtained from my discussion with the cardholder or the company/government agency representative on behalf of the corporate/government card cardholder and that the facts are accurate to the best of my knowledge."
Customer Service/Chargeback Representative: Date:
Issuer complete section below for Reason Code 4871- Chip Liability Shift— Lost/Stolen/Never Received Issue (NRI) Fraud Chargeback only:
Card Issuer Region:
Cardholder Verification Method (CVM) Hierarchy List Certification
Number the priority sequence of CVM supported by the card from highest to lowest priority as 1, 2, 3, 4. Number 1 being the highest priority CVM on the card. If a CVM is not supported, leave that CVM option blank. See examples below:
Online PIN Preferring
Offline PIN Signature
None (No CVM)