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 detail above and supply in the **Additional Information** section below or on separate pages the remaining unauthorized transactions disputed by the cardholder. Include for each transaction the merchant name, Acquirer Reference Data or Switch Serial Number and transaction amount.

By completing this form, the issuer certifies its knowledge of the cardholder's claim that neither he, she, nor anyone authorized by him or her engaged in the transaction(s) provided with this form.

Card Status Information: Check all applicable boxes as required by the *Chargeback Guide* for this dispute.

The card was closed and the issuer blocked the account on its host before the chargeback was processed:	☐ Yes	☐ No
The transaction was reported to the Fraud and Loss Database (prior SAFE) before processing chargeback:	☐ Yes	☐ No
The account was listed on the Account Management Service Stand-In Account File with a "capture card" response until card expiration:	☐ Yes	☐ No
The cardholder was not in possession nor in control of the card issued to the account at the time of the transaction. The card used was lost, stolen or never received issue (NRI):	☐ Yes	☐ No
The cardholder was in possession and control of the card issued to the account at the time of the transaction or the card used was counterfeit:	☐ Yes	☐ No
Reason code 4837 when charging back CAT 2 transactions: Was the card lost, stolen, or NRI at the time of the transaction?	☐ Yes	☐ No
Reason Code 4840: Was one legitimate transaction made at the same merchant location and at the time of the transaction the cardholder was in possession and control of all cards?	☐ Yes	☐ No

Additional Information if needed

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"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 <u>Reason Code 4871- Chip Liability Shift—Lost/Stolen/Never Received Issue (NRI) Fraud Chargeback</u> 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)