

Fraud Dispute Questionnaire

Visa Resolve Online
VROL Case Number 2195087492
Member Case Number: D-7362389976

Transaction Information

Card/Acct #:	4587236908230087	Tran Type:	Sale	Issuer:	ABZY Bank, N.A - VISA
Network:	Credit, VISA	Tran Date:	12/10/2020	CH Name:	
Tran ID:	436791123450946	Processing Date:	12/10/2020	Acquirer:	WEFA Bank, National Association
ARN:	23678000042456295430000000324	Tran Amount:	5600 USD	Merchant:	Qmed Pharmacy
Retrieval Ref#:	1334735790643	Jurisdiction:	Domestic-US	Address:	27 Rider Lane, Mill Valley, CA, 94941 United States
				Location:	California, US

Dispute Information

Dispute Amount #: 5600 USD

Dispute Category/Condition: 83 Fraud – Card Absent Environment

Financial Processing Date: 02/02/2021

Certification/Elaboration

Certification that the cardholder denies authorizing or participating in the disputed transaction

Fraud Report

Fraud Type: 83 – Card Absent Environment

Comments and Documents

Comments:

Documents:

Issuer Contact Information

Name:

Phone:

Email:

Cardholder Contact Information

Name Type:

Prefix:

First Name:

Middle Name:

Last Name:
Suffix:
Phone:
Business Phone:
Cell Phone:
Fax:
Email:
Address:
City:
State/Region:
Postal Code:
Country: US
Region:
Best Time to Call:
Does the cardholder give permission to release this information to the Merchant: No
Closure Report Type :S
Data Missing/Stolen:
Security Closure Date:
20211224
Stolen Card info:
Stolen Explanation: NA
Card Type:
Reported to Police: No
Any Additional Closure Info
Provided: Police Report Case
Number:
Police Report City:
Police Report Precinct:
Police Report Phone Number:
Police Report Detective Name :
Arrest Made? :N
Suspect cited? : Y
Suspect Name : Mike White
Suspect Address Street :
Suspect Address City :
Suspect Address State :
Suspect Address Zip Code :
Suspect Reason :
Suspect Phone :
Suspect Relationship :
Account provisioned to a mobile contactless device :
Multiple Accounts Provisioned :

Unauthorized provisioning :

Phone lost or stolen :

Name of user whose phone lost or stolen :

Phone number of the lost/stolen/missing mobile device :

By completing this form, you agree that the information captured is correct to the best of your knowledge. Any available documentation which supports this dispute should be attached.