

## 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:	1500 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 #: 1500 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

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**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.**