



CARDHOLDER STATEMENT OF DISPUTED ITEM

for DVISA, POSST, POSIL or PNLST transactions

If the POSST or POSIL transaction is unauthorized use Form #183

Name _____ Account # _____
Address _____ City _____ St _____ ZIP _____
Email Address _____ Best Daytime Contact # _____

REQUIRED** (PLEASE ATTACH A DETAILED LETTER DESCRIBING YOUR DISPUTE)

Sale Date: _____ Amount: \$ _____ Merchant Name: _____

PLEASE CHECK ONLY ONE BOX WHICH BEST EXPLAINS YOUR DISPUTE:

☐ Debit Card Transaction ☐ Credit Card Transaction

REQUIRED: I contacted the merchant on (mm/dd/yy) _____ in an attempt to resolve this dispute.

Merchant's response: _____

Description of your dispute with the Merchant: _____

☐ 1 I have canceled services on (mm/dd/yy): _____ because _____
Cancellation #: _____

☐ 2 I certify I have never given the above merchant my Visa card #. I certify that the above charge was not made by me or by a person authorized by me to use my card, nor were the goods or services represented by the above transaction received by myself or by a person authorized by me. **REQUIRED: Due to your card number being used by an individual not authorized to use your card, your card MUST be reported as a Lost or Stolen card.** ***Date Lost/Stolen Report Completed (mm/dd/yy) _____ ***

☐ 3 The amount of the sales slip was increased from \$ _____ to \$ _____.
REQUIRED: Attach your copy of the sales slip with the correct amount you were to be charged. Difference of \$10.00 or more.

☐ 4 I have not received the merchandise which was expected on (mm/dd/yy) _____. I asked the merchant to credit my account (circle one: **YES / NO**) Date of request (mm/dd/yy) _____. Description of non-received merchandise: _____
Merchant Response: _____

☐ 5 I have returned merchandise on (mm/dd/yy) _____ because _____
REQUIRED: Attach return receipt, postal receipt, and tracking number

☐ 6 I was issued a credit slip for \$ _____ on (mm/dd/yy) _____ which has not shown on my statement.
REQUIRED: Attach copy of credit slip.

☐ 7 I certify that only one transaction was made with the above mentioned merchant. On my Visa card account this same merchant has processed a second charge to my account, which I neither participated in nor authorized. Also, my Visa card was in my possession at the time of the second transaction. **(Transactions must be done on the same day for the same dollar amount.)**

☐ 8 Although I did initiate the above transaction, the reservation(s) was canceled on (mm/dd/yy) _____. The cancellation number provided to me was: _____

☐ 9 I have paid the merchant by other means. **REQUIRED: Attach documents showing proof of payment.**

☐ 10 Not as described. **(PLEASE ATTACH A DETAILED LETTER DESCRIBING YOUR DISPUTE)**

SIGNATURE Marc De La Cruz DATE _____

Email this form to visadisputes@americafirst.com

For Internal Purposes Only: Branch # _____ Teller # _____

For back office use only VROL Case # _____ Exception case ID# _____

