

Mail or Email Response To:

Retrieval & Chargeback Department

Pre-Arbitration Notice**Respond By:**

Your Case Number is:

Merchant #:

Chargeback Reason Code:

Cardholder Number:

Reference Number:

Transaction Date:

Chargeback Amount:

Dear Merchant:

You previously responded to this dispute and the cardholder/Issuing Bank has continued. We may need some additional information. A pre-arbitration is a notice (2nd Chargeback) that if not accepted, the cardholder/Issuing Bank may or may not proceed to file an arbitration case with Discover. If this is accepted in the pre-arbitration stage, there are no fees.

IMPORTANT: I understand if Discover rules in the cardholder/Issuing Bank's favor, I will be responsible for the disputed amount and for the Discover filing and ruling fees (\$500.00). Discover's ruling is final and I will need to contact the customer directly to resolve. Please make a selection below, sign and return this letter to us. Failure to return with your selection will result in our assumption that you do not wish to pursue to arbitration; the case will be accepted and a debit will be passed to you.

_____ I understand the above and would like Arbitration pursued.

_____ I understand the above and DO NOT wish Arbitration pursued. I accept the charge. Please rebill me.

Signature _____

Please email your response to the attention of Chargeback Department by the date stated above and include a copy of this letter. If you fail to respond by the above date, the case may be accepted and your account will be debited. This debit cannot be reversed. Should you have questions, please contact the Chargeback Department at

Sincerely,
Chargeback Department