

**APPENDIX III**

**Purchasing Card Dispute Form**

Date: \_\_\_\_\_

Company Name: \_\_\_\_\_

Account Number: 5405-10\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

Transaction Date: \_\_\_\_\_ Amount: \_\_\_\_\_

Merchant Description: \_\_\_\_\_

**Please check off the appropriate statement listed below which categorizes your dispute. Please also attach any supporting documentation that validates your dispute (i.e. credit memos, letter to merchants, sale slips or proof of payments, etc.).**

\_\_\_\_ I certify that the transaction disputed was not made by me or the person authorized by me to use the card, nor were the goods or services represented by this transaction received by myself or a person authorized by me.

\_\_\_\_ Although I did engage in the above transaction, I am disputing the entire charge, or a portion in the amount of \$\_\_\_\_\_. I have contacted the merchant and requested a credit to my account for the following reason:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

(Note: Please attach letter if space above is insufficient.)

\_\_\_\_ The enclosed sale slip for \$ \_\_\_\_\_ appeared on my statement as \$ \_\_\_\_\_.

\_\_\_\_ The enclosed credit memo has not posted to my account OR was listed as a purchase on my statement/activity report.

\_\_\_\_ I did not receive the service and/or merchandise. I have contacted the merchant and they have not resolved my dispute. I expected to receive the merchandise/services on \_\_\_\_/\_\_\_\_/\_\_\_\_.

\_\_\_\_ I have already paid for the transactions shown above by: \_\_\_check \_\_\_ cash \_\_\_money order \_\_\_ other credit card.

\_\_\_\_\_  
Your Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Phone Number

Please fax this completed form to 415-975-6635 immediately. If you have any questions regarding this form, please contact us at 1-800-932-0036.

**\*\*\*\* Reminder: You have only 60 days from the posting date statement to dispute a charge\*\*\*\***

Venus Cortes  
Dispute & Loss Specialist