

NOTIFICATION OF DISPUTED TRANSACTION

A cardholder can dispute a charge by calling the Dispute Center at 1-866-907-0507.

The following form can be completed and mailed or faxed to the Dispute Center at 1-727-570-8810.

Customer Name:	_____	Account Number:	_____
Address:	5400 Ramsey Street, Fayetteville, NC 28311		
Home Phone:	_____	Work Phone:	_____
Signature:	_____	Date:	_____

If a transaction appears on your statement that you believe is an error, and you have been unable to resolve this situation with the merchant, please complete and sign a copy of this form using blue or black ink. This form must be received at the Customer Service address or fax number stated above within 60 days of the closing date as printed on your statement. Please include a copy of your statement highlighting the disputed transactions when mailing or faxing this form to:

CUSTOMER SERVICE
PO BOX 30495
TAMPA, FL 33630-3495

Transaction Amount:	_____	Transaction Date:	_____
Dispute Amount	_____	Reference Number:	_____
Merchant Name:	_____		

I contacted the merchant on ____ / ____ / ____ (date) in an attempt to resolve this dispute.

- I certify that the charge listed above was not made by me or a person authorized by me to use this card. In addition, neither I, nor anyone authorized by me received the goods or services represented by this charge.
- I certify that I did not participate in nor authorize the above referenced mail order or telephone order transaction(s). I understand that no signed or imprinted slip copy is available for verification purposes.
- Although I did participate in a transaction with the merchant, I was billed for _____ transaction(s) totaling \$ _____ that I did not participate in, nor did anyone else authorized to use my card. I do have all my cards in my possession. Enclosed is a copy of my sales slip for the valid charge.
- I have not received the merchandise that was to have been shipped to me. Expected date of delivery was _____ (mm-dd-yy) and the merchant's response was _____.
(In order to assist you more effectively, you must contact the merchant and inform us of their response.)
- I have returned merchandise on _____ (mm-dd-yy) because _____.
(Please provide a copy of the return receipt, or proof of return.)
- The attached credit slip was listed as a charge on my statement.

