



### DISPUTED TRANSACTION CLAIM FORM

Date:

Cardholder's Name:

Account Number:

**Detail of Disputed Transactions:**

**TRANSACTION ENVIRONMENT**

Card Present:  Chip  Contactless  Mag Stripe  Card Absent  E-Commerce  MOTO  Other

1. Transaction Date:

Transaction Amount  USD /  JMD

Card Type  Credit  Debit  Prepaid

Card Used As  Personal/Consumer  Business/Company

Merchant Name:

Product

e.g Classic, Gold, Electron, Prepaid or other (please specify)

Merchant Address:

Transaction Receipt#

2. Transaction Date:

Transaction Amount  USD /  JMD

Card Type  Credit  Debit  Prepaid

Card Used As  Personal/Consumer  Business/Company

Merchant Name:

Product

e.g Classic, Gold, Electron, Prepaid or other (please specify)

Merchant Address:

Transaction Receipt#

3. Transaction Date:

Transaction Amount  USD /  JMD

Card Type  Credit  Debit  Prepaid

Card Used As  Personal/Consumer  Business/Company

Merchant Name:

Product

e.g Classic, Gold, Electron, Prepaid or other (please specify)

Merchant Address:

Transaction Receipt#

Dear Customer: In order to properly process your claim, you need to complete the information contained in this form and attach the documents specified below. If you cannot provide the documents required, please contact us.

**I declare I had an inconvenience with my Visa credit card, as detailed following:**

I neither authorized nor participated in the transaction of merchant  dated  for the amount of

The transaction of merchant #  dated  for the amount of  was duplicated.

The Transaction of merchant #  made for the amount of  appears on my Account statement for

The credit transaction from merchant  was processed as a debit.

The credit receipt from merchant  was never processed.

The transaction from merchant  was paid by other means (  ).

Goods from merchant  was received damaged/ defective.

Goods/Service ordered to the merchant  were not received by me.

The recurring transaction from merchant  was canceled / goods were returned by me

I recognize I made a withdrawal attempt for  but the ATM didn't give me the cash.

I recognize I made a withdrawal for \$  but the ATM only gave me \$

Please State any supporting documents supplied:

Other (please specify):  Number of pages:

Transaction Receipt(s)  Yes  No

**Additional Information**

**Cardholder Name**

**Cardholder Signature**

**Officer Name**

**Officer Signature**