

Purchasing Card Transaction Dispute Form

To: _____ Email: _____

Date: _____ From: _____

Case Number (If one has already been created): _____

If you believe a transaction on your statement is an error or unauthorized, please complete this form in its entirety, or write a detailed letter on a separate sheet attached to this form with any accompanying Documentation. Return this form via email to RCCSTeam@regions.com.

Person Filing Dispute: _____

Cardholder Name: _____

Account Number: _____

Business Name: _____

Business Address: _____

Contact Number: _____ Email: _____

Transaction Amount _____

Merchant Name: _____

Transaction Date: _____

Reference Number: _____

If disputing multiple items, please enter "See Attached" for Transaction Amount, Merchant Name, Transaction Date, and Reference Number and list transactions on separate sheet.

Accounts with fraudulent activity must be closed in order to prevent additional fraud

Please attach any documentation to be formally submitted with the dispute along with the completed form.

Unauthorized/Fraudulent:

1. Do you have possession of the card? _____
2. Have you ever allowed anyone else to use the card? _____
3. Was the PIN/Secret Code with the card? _____
4. Provide the last known place, date and dollar amount of use by the authorized cardholder? _____

5. Date card was discovered missing: _____
6. Name of the person allowed card usage: _____
7. If the PIN was compromised, please provide explanation on how pin was compromised: _____

8. If a police report was filed, please provide the following:
Police Report Case Number: _____
Police Department: _____
Officer Name: _____
Officer Phone Number: _____
10. Any additional information related to the dispute: _____

Merchant Dispute:

1. Have you attempted to resolve your dispute with the merchant? _____
2. Contact method used to try to resolve dispute with merchant:
Writing Email Phone
3. Date the contact method was used: _____
4. Name of the person you contacted: _____
5. Please give a brief recap of any conversation between the cardholder and merchant below:

6. Was the purchase paid by another means but still charged to your card?
 - a. If Yes, attach a copy of one of the following items:
 - i. A receipt showing a cash payment.
 - ii. The front and back of a cancelled check.
 - iii. A statement showing payment via another card.
7. The amount I authorized differs from the amount that appears on my statement.
 - a. Amount authorized: _____
8. I have received a credit slip from the merchant; however, credit has not appeared on my statement.
 - a. Date of credit slip: _____

9. The purchase was a hotel reservation which I cancelled.
- a. Date of cancellation: _____
 - b. Cancellation number: _____
 - c. Provide the reason for the cancellation below: _____

10. The item was billed monthly for services I have cancelled.
- a. Date of cancellation: _____
 - b. Cancellation number: _____
 - c. Provide the reason for the cancellation below: _____

Attach a copy of any written communication for the above.

11. I was charged _____ times but only made one purchase.

12. If you have not received the merchandise.

- a. Expected receipt date: _____
- b. Provide an explanation below: _____

13. If you have not received expected services.

- a. Expected service date: _____
- b. Provide an explanation below: _____

14. The merchandise received was defective and returned on: _____

- a. Provide an explanation below: _____

ATM Dispute:

1. Amount attempted to withdraw from atm: _____
2. Received This Amount from Machine: _____

3. ATM Claim Type: Attempted to withdraw Other
- a. If other, please explain: _____

I hereby certify that the above statements are true and correct to the best of my knowledge.

Signature (required): _____ **Date:** _____