



Cardholder Statement of Disputed Visa/Mastercard Charges

Date: ____/____/____

Cardholder Name (as it appears on your card): _____

Cardholder Card Number (16 digits): _____ - _____ - _____ - _____

Telephone Number:(____)____ - _____

Business Telephone Number: :(____)____ - _____

Cell Phone Number: :(____)____ - _____

Fax Number: :(____)____ - _____

Email Address: _____

Please complete and sign this form. Choose one reason why you believe a transaction is an error and complete the corresponding details below. Please attach all related documentation (receipts, affidavits, communications, invoices, credit vouchers, contracts, etc.)

- I have cancelled this recurring charge ____/____/____. However, I continue to be charged for this product or service
- I did not receive the merchandise from this merchant.
- I only authorized a single transaction from this merchant.
- I returned and/or cancelled this merchandise.
- I, nor anyone authorized by me made this charge
- Other-please note details below and attach documentation.

Post Date	Transaction Date	Amount	Merchant



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o I have cancelled this recurring charge ___/___/_____ in the amount of \$_____. However, I continue to be charged for this product or service.

- o What was purchased?
 - _____
- o Date(s) of additional unauthorized transactions
 - Date: ___/___/_____
 - Date: ___/___/_____
 - Date: ___/___/_____
- o Did you attempt to resolve this issue with the merchant?
 - o Yes
 - Date: ___/___/_____
 - Who did you speak with? _____
 - Merchant response; _____
 - o No
 - Reason you did not contact merchant; _____

o I did not receive the merchandise/service from this merchant

- o What was purchased?
 - _____
 - Date expected to receive merchandise or service; ___/___/_____
 - Were tickets/merchandise not received? Yes___ No___
 - Is the merchant unwilling or unable to provide the product or service? Yes___ No___
- o Did you attempt to resolve this issue with the merchant?
 - o Yes
 - Date: ___/___/_____
 - Who did you speak with? _____
 - Merchant response; _____
 - o No
 - Reason you did not contact merchant; _____



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- I only authorized a single transaction from this merchant.
 - What was purchased?
 - _____
 - Date: ___/___/_____
 - Date(s) of additional unauthorized transactions
 - Date: ___/___/_____
 - Date: ___/___/_____
 - Date: ___/___/_____
 - Did you attempt to resolve this issue with the merchant?
 - Yes
 - Date: ___/___/_____
 - Who did you speak with? _____
 - Merchant response; _____
 - No
 - Reason you did not contact merchant; _____

- I returned and/or cancelled this merchandise.
 - What was purchased?
 - _____
 - Date: ___/___/_____
 - Did you attempt to resolve this issue with the merchant?
 - Yes
 - Date: ___/___/_____
 - Who did you speak with? _____
 - Merchant response; _____
 - No
 - Reason you did not contact merchant; _____

 - Why was this product or service returned and/or canceled; _____
 - Were you advised of the return policy? Yes No
 - How was the purchase returned or cancelled; _____
 - Date returned (if shipped and received) ___/___/_____
 - Proof of return: _____
 - Tracking Number; _____
 - Date cancelled (if item/service was cancelled) ___/___/_____
 - Other; _____



- **I, nor anyone authorized by me made this charge (please verify the information below)**
 - I certify that the charge(s) listed were not authorized by me or anyone authorized by me to make purchases
 - I certify that me or anyone authorized by me received any goods or services from this transaction
 - I no longer have possession of my card and it was been reported lost or stolen on ____/____/____

- Although I have previously authorized a transaction with this merchant I have no knowledge of this particular charge
 - I certify that the charge(s) listed were not authorized by me or anyone authorized by me to make this transaction
 - I certify that me or anyone authorized by me received any goods or services from this transaction
 - The merchant was paid by another method _____
 - Please include a copy of the proof of payment (statement, receipt, check, etc.)
 - The last authorized transaction in the amount of \$_____ was on ____/____/____
 - The transaction amount of \$_____ is listed on the receipt (please include copy of receipts)

- Did you attempt to resolve this issue with the merchant?
 - Yes
 - Date; ____/____/____
 - Who did you speak with? _____
 - Merchant response; _____

 - No
 - Reason you did not contact merchant; _____

