**Dispute Form:**

This form has been provided for your convenience. If you believe that a transaction on your statement is in error you can

use this form to contact us. You must notify us within 60 days from the statement billing date of the disputed charge. Any notification received after this time frame may result in our inability to assist you with your dispute. **Please be advised that**

**Visa & MasterCard require that attempts be made to resolve your dispute with the merchant before notifying us.** Please complete and mail or email this form to JP Morgan Chase & Co., Commercial Card Services, ATTN: Commercial Card Disputes, OH1-0506, P.O. Box 182918, Columbus, Ohio 43272-5543 or email to ccscolumbusdisputes@chase.com.

Full Name (Print): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Last 4 of Account #: \_\_\_\_\_\_\_\_\_\_\_\_(do not include complete acct number for PII reasons)

Merchant Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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

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

Reference #: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Transaction Amount: $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Please Circle one of the following choices applicable to your dispute. Include all necessary information/documentation.**

1. I do not recognize the above-mentioned charge. I have attempted to contact the merchant to obtain further information.

2. I have been billed more than once by the same merchant. I authorized only one charge with this merchant. My card

was in my possession at the time of the transaction.

Valid Charge $\_\_\_\_\_\_\_\_\_\_\_\_ Reference # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Transaction Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Invalid Charge $\_\_\_\_\_\_\_\_\_\_\_\_\_ Reference # \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Transaction Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. I canceled: Service / Airline Ticket / Hotel Reservation on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(date). Cancellation#\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

4. I have not received the merchandise that was to be shipped to me on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(date). I have requested credit.

5. Merchandise that was shipped to me arrived damaged or not as described. I returned it on \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_(date)

and asked the merchant to credit my account. I am providing a copy of my returned mail receipt.

6. Merchant was to issue credit for merchandise I returned to the store. I have enclosed a copy of my credit receipt.

7. I have been charged for a purchase that was paid for by other means. I am providing a copy of the documentation

showing the other method of payment.

8. I have been billed for an incorrect amount. My receipt shows $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_, however, I was billed $\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I am providing a copy of my receipt showing the correct amount.

9. I did not authorize the above-mentioned charge. I have attempted to contact the merchant to resolve dispute.

10. Other: I am attaching detailed information that describes the dispute.

Work Phone ( )\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ **Email:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_