*A signed form is required by e-mail, mail, or fax to Continental Bank.*

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| **TRANSACTION INFORMATION** |

Date: Phone Number:

Cardholder Name: Card Number:

Merchant Name: Amount: Transaction Date:

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| **DISPUTE DETAILS** |

Choose one category that best describes your dispute:

 I did not participate or authorize this transaction. Select one of the following statements and a SAFE/FRAUD option listed below.

 My card is in my possession. My card was lost or stolen at the time of the transaction.

**AND**

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| **SAFE/FRAUD Reporting Options** |
| **00-Lost Card: Cardholder asserts card as lost.****01-Card Stolen: Cardholder asserts card has been stolen.****02-Card Not Received: Cardholder asserts that card was not received in the mail.****03-Fraudulent Application: Cardholder asserts that an application was not completed for the card by them. (There are no chargeback rights for this issue)****04K-Counterfeit Convenience Check****04N-Counterfeit PIN Not Used: Cardholder still has card in possession and transaction is card present.****04P-Counterfeit PIN Used****05-Account Take Over: Cardholder asserts that an unauthorized person contacted the bank and had the address and other information updated to their own. (There are no chargeback rights for this issue)****06-Fraudulent Use (MOTO, CNP): Cardholder did not authorize or participate in a mail/phone/e-commerce transaction. Can also be used for key-entered transaction when another code does not apply.****07-Imprinting of Multiple Drafts: For reason cades Visa 67. Verify use based on cardholder documentation, status of card and transaction type.** |

I do not recognize this transaction.

 I paid for this purchase another way, but it still posted to my statement. I have provided:

 A cash receipt.

 Copies of both sides of a cancelled check.

 The debit card statement where the valid charge appears.

 (Note: One of the above is required before Continental Bank can assist with your dispute.)

 This charge posted to my account for an amount different from the amount on my receipt.

 I have enclosed a copy of my receipt showing the difference.

 I have not enclosed a copy of my receipt showing the difference.

 I have not received expected goods and services. The expected date of delivery/completion was . I have

 contacted the merchant and the response was .

 (Please place additional details of this dispute on the second page of this form.)

 The merchandise received was not as described, poor quality, damaged, or unsuitable for the purpose intended. I

 returned (or attempted to return) the merchandise on . I have contacted the merchant and their

 response was .

 (Please provide details of what was wrong with the merchandise on the second page of the form, and include proof

 the goods were returned to the merchant, such as a tracking number.)

 I have returned merchandise to the merchant. A copy of my credit slip is enclosed.

 I have returned (or attempted to return) merchandise to the merchant. I did not receive a credit slip because

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 I was informed of the merchant’s return policy.

 I was not informed of the merchant’s return policy. Their response was .

 I cancelled the transaction with the merchant on .

 I was informed of the merchant’s return policy.

 I was not informed of the merchant’s return policy. Their response was .

 I cancelled the hotel reservation on . My cancellation number is . (If a cancellation

 number was not supplied, please provide a telephone statement showing the cancellation call to the merchant.)

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| **DETAILED EXPLANATION** |

Note: Please provide a detailed explanation of the above dispute.

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| **AGREEMENT** |

I declare the aforementioned facts are true and accurate to the best of my knowledge and agree to indemnify the Bank for any cost or loss to the Bank as a result of any of the information in this statement being untrue.

Cardholder Signature: Date:

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| **FOR OFFICE USE ONLY** |

Statement Taken By: Date: