

Part 2: Tell us about your problem

Please check the ONE category which BEST describes your dispute (choose only one).

I certify I did not make the transaction(s). I have not authorized the charge(s) listed above to my account, and I have not ordered merchandise associated with these charges by phone, post, or online.

I did authorize the transaction(s), HOWEVER:

I have not received the merchandise.

Expected delivery date

I have not received the expected services.

You must include a copy of the contract or agreement that details these services.

The merchandise I received was defective.

You must attempt to return the merchandise to the merchant before filing this claim and then provide proof of return and explanation of the defect.

Further, you must upload copies of any correspondence between you and the merchant.

Explanation of defect

I cancelled a reservation but was still charged.

Date of cancellation

Cancellation number

The amount I authorized is different to the amount charged on my card.

If this is a mail order, you must include a copy of the sales slip or packing invoice.

I made a withdrawal at an ATM but I received a different amount than I requested.

Amount Requested \$

Amount Received \$

I cancelled a membership but was still charged

Date you contacted the merchant

Date of cancellation

Reason for cancelling

Cancellation number

You must enclose a copy of letter, email, or fax informing the merchant of cancellation.

I used my card to reserve a purchase but then paid with cheque, cash, or a debit card.

You must upload a copy of your receipt confirming your payment with cash, upload, check, or credit/debit card.

I was charged twice for a single purchase.

Valid Transaction \$

Date Charged

Invalid Transaction \$

Date Charged

I authorized one charge, but more than one charge was made to my card.

I received a credit slip, but the credit has not appeared on my statement.

You must include a copy of your credit slip.

None of the above reasons apply.

Please provide a complete description of the problem in Part 3.

Part 3: Provide a detailed explanation

Provide a detailed explanation of the transaction(s) disputed. Use additional pages as necessary

Why are you disputing the transactions?

How has the merchant responded?

Please provide details below or upload merchants correspondence and attach to this form.

Part 4: Signature & consent

Authorize our team to investigate this matter for you.

I am an authorized signer, or otherwise have authority to act, on the account identified in this statement. I attest that the debit above was not originated with fraudulent intent by me or any person acting in concert with me. I have read this statement in its entirety and attest that the information provided on this statement is true and correct.

I give my consent to have this dispute/claim reviewed by a dispute investigator and understand that I may be asked to provide additional details for this investigation.

I understand that inaccurate information could result in my dispute resolution request being declined.

Please note that if charges were fraudulently posted to your account (your card or card number was stolen) we will block your current card number and issue you a new one for your protection and security.

Cardholder Name (Print)

Cardholder Signature

Date

CONTACT US:

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