

Disputed Items Form Instructions

This form is to be used to report transactions on your statement that you believe are in error. Using your statement, complete the lines for transaction date, posting date, vendor and amount.

The reference number given to you by JP Morgan Chase customer representative when initially reporting the dispute must be indicated.

Carefully read through all the choices on the form and select the one statement that best fits your situation. The form then must be faxed or mailed to JP Morgan Chase (refer to the list of contacts) and a copy sent to the Purchase Card Coordinator.

Appendix G

You may file this claim with a Chargeback specialist by calling 1-888-297-0768

Or

You may file a dispute electronically by sending an e-mail to:

B1_Disputes@bankone.com

Date _____

Cardholder Information **Account Number** _____ - _____ - _____ **Phone**(____) ____-_____
Transaction Information **Name(s)** _____ **Fax #** (____) ____-_____
Merchant Name _____
Phone # (if known) (____) ____-_____
Merchant Location (if available) _____
23 Digit Reference # _____
Trans Date ____/____/____ **Transaction Amt \$** _____ **Disputed Amount \$** _____

I am initiating this dispute on behalf of the customer

Name _____ Relationship to cardholder _____

Signature: _____

PLEASE CHECK THE APPROPRIATE DISPUTE AND COMPLETE THE CORRESPONDING INFORMATION

☐ **The charge is mine, however I need a copy**

☐ **I don't recognize this sale**

☐ **I never authorized this transaction**

*** Cardholder Signature required (unless this form is generated from the cardholder's email address):*

☐ **I participated in only one transaction, the second one is unauthorized**

*** Cardholder Signature required (unless this form is generated from the cardholder's email address):*

☐ **I paid for this transaction by other means**

*** Must provide copy of the front & back of canceled check, other credit card statement showing the second charge, cash receipt, etc. as supporting documentation*

☐ **I was billed a different amount than my receipt shows**

*** Must provide a copy of the receipt showing the amount that should be billed*

For the following inquiries, please answer the questions below

➤ **An attempt to resolve this dispute with the merchant must be made. Please describe your attempt(s):** _____

➤ **On what date(s) did you contact the merchant to resolve this concern?** ____/____/____ - ____/____/____

☐ **I was billed for merchandise OR service I haven't received**

➤ Describe the item(s) not received, including dollar amount of each item _____

➤ Date merchandise/services were to be provided ____/____/____

➤ Ship To address (if different) _____

*** If the transaction was made face-to-face, proof must be supplied showing merchandise was to be shipped*

☐ **I am disputing the Quality of Merchandise /Services received**

➤ List item(s) defective/not as ordered, including dollar amount of each item _____

➤ Describe why item(s) defective/ not as described, or incompatible: _____

*** Must supply proof of what was ordered versus what was received, if made over the phone, written correspondence will be sufficient*

➤ Date merchandise was returned, or attempted to return. ____/____/____ ***Must attach proof of return, if applicable*

Appendix G (cont)

☐ **I am disputing a card-activated call**

- Please describe your reason for dispute, including dollar amount you're disputing

☐ **I am being billed for a service I canceled**

- On what date did you contact the merchant to cancel the transaction: ____ / ____ / ____

- If you canceled over the phone, do you recall whom you spoke to? ____ If yes, their name: _____

**** If a recurring transaction, only the transaction(s) after the cancellation date may be disputed**

☐ **I returned the merchandise and have not received credit**

- Reason for return: _____

- Date of return or credit voucher date ____/____/____

**** Must provide proof of return or copy of credit receipt, if applicable**

- If you merchandise was accepted for return, did you receive an in-store credit slip? ____ .

**** If in-store credit voucher was received, original must be sent via certified mail to Bank One**

- Does the merchant display a policy for returns? _____ If so, please describe that policy:

- If the merchandise was shipped/mailed back to merchant, to what address was it sent to?

- Is there a postal/UPS receipt? ____ **** If yes, must provide copy as supporting documentation**

Please include additional comments that are pertinent to your dispute: _____

**** Supporting documentation may be faxed to 1(888)297-0785 / (847) 488-7985 or Mailed to**

Bank One

PO Box 2015

Elgin, IL 60121-2015

Attn: Dispute Department

Bank One USE ONLY

Circle applicable reason code 32 41 53 55 56 57 60 59 (RS1 RS2 RS3 RS4 RS5)

"I certify that the facts were obtained from my discussion with the cardholder and are accurate to the best of my knowledge"

Chargeback representative _____

_____ Date

Recap of representatives attempt to resolve dispute with merchant directly:

_____ *Check applicable regulation for appropriate timeframes and member message fields*

Call Taken By/Ext. _____/_____ Date: _____

Supervisor _____

Best Time to call _____

Number we may reach customer back at _____