

CARDHOLDER DISPUTE FORM

This form has been provided for your convenience. If you believe that a transaction on your account is in error, you can use this form to dispute the transaction in question. **Please be advised that VISA requires that attempts be made to resolve your dispute with the merchant before notifying us.**

So that we may serve you better, please let us know immediately, that you are planning to dispute a transaction by identifying the transaction online. This can be done using the cardholder website on the back of your card.

Please attach all supporting documents mentioned in this form. Remember to sign and date this form to avoid delay.

In order to process your dispute, regulations require that you notify us in writing within 60 days from the statement date of the disputed charge. Any response received outside this time frame will not be processed.

Please send a copy of these completed forms and any supporting documents to: Mail: Card Services, ATTN: Dispute Dept., 6220 Stoneridge Mall Road, Pleasanton, CA 94588; Email: dispute.support@bhnetwork.com or Fax to 623-336-6699

Most cases are resolved within 30-60 days, however the overall process may take up to 90 days.

PLEASE DO NOT ALTER THE WORDING ON THIS FORM.

Personal Information: (Please fill this section out completely. Failure to do so will result in a delay of your claim resolution.)

Your Name: _____	Account Number: ____ - ____ X X - X X X X - ____ <small>(16 Digit Card Number - for security reasons, do not provide your full card number)</small>
Telephone: _____	Case Number or Card Proxy: _____
Best time to call: _____	Email Address: _____
Address Line 1: _____	
Address Line 2: _____	
City: _____	
State/Province/Territory: _____	Zip Code/Postal Code: _____

Transaction Information (please refer to your statement for assistance). If additional space is needed, please attach a separate page with additional disputed transactions.

#	Transaction Date	Amount (\$)	Merchant Name
1			
2			
3			
4			
5			
6			
7			
8			
9			
10			

Select Type of Dispute (Check only one)

Unauthorized charge - I certify that I did not authorize or participate in this transaction with the abovementioned merchant, nor did I authorize anyone else to use my card. To use this option, you **must** report your card lost or stolen immediately.

Charged twice for the same transaction – I certify that the charge in question was a single transaction, but was charged twice to my account. I did not authorize the second transaction.

Sale # 1 (Valid Transaction) \$ _____ Date: _____ Reference #: _____
Sale # 2 (Invalid Transaction) \$ _____ Date: _____ Reference #: _____

Cancellation (hotel, goods, services ...) – Please enclose a copy of **letter, email, or fax** informing the merchant of the cancellation.

Date of cancellation: _____ Cancellation #: _____
Reason for cancellation: _____

Merchandise was returned - Please attach a signed copy of proof of return.

Reason for returning: _____
Date of Return: _____ Amount of Return: \$ _____
If you are unable to return the merchandise, please explain:

Merchandise not received - Please notify the merchant of non-receipt.

I have not received merchandise that was to be shipped or picked up on (mm/dd/yy) ____/____/____
I have asked the merchant to credit my account No ____ Yes ____
If Yes, when? ____/____/____

Merchandise shipped was either damaged or defective - You **must** explain in detail how the merchandise was damaged or defective, provide proof, and attempt to return the merchandise prior to exercising this right.

I have asked the merchant for a credit to my account No ____ Yes ____
If Yes, when? ____/____/____

Overcharged for a transaction - Please include a copy of the signed sales receipt.

The amount was increased from \$ _____ to \$ _____

Credit not posted to account - Please enclose a copy of the credit slip or notice of credit from the merchant and a detailed explanation of your dispute. The merchant has 30 days to credit your account.

Transaction paid by other means - You **must** provide proof of paid by other means, such as a copy of the cancelled check/cheque (front and back), a cash receipt, or a statement from another credit / debit card account.

Service Dispute - Please describe the nature of your dispute and your attempts at resolution on a **separate sheet of paper and attach to this form**. Include copies of second opinions from a certified professional, repair bills, contracts or other supporting documentation.

Other - Please enclose a **DETAILED** description on a **SEPARATE SHEET** and attach it to this form.

SIGNATURE REQUIRED _____

DATE _____

Please keep the original for your records

Please allow Blackhawk Network Hawk Incentives sufficient time for research and processing.

Most cases are resolved within 30-60 days, however the overall process may take up to 90 days.