



Credit Card Transaction Dispute Form

You may either complete this form online then print, sign and mail it to us, or print this blank form and complete it by hand. You need to use a separate form for each dispute.

Name: _____

Account Number: _____ **Transaction Date:** _____

Merchant Name: _____

Reference #: _____ **Amount: \$** _____

Please tell us why you think the above is an error. **Check only one box.**

- My sales slip was added incorrectly. Enclosed is a copy of the sales receipt showing the correct amount.
- I did not participate in nor authorize this transaction. I did not authorize anyone else to make this transaction. I have not received any goods or services as a result of this charge.
- My account was billed twice for the same transaction.
The posting dates of the charges are _____ and _____.
- I have not received the merchandise, which should have been shipped to me. The delivery date given by the merchant was _____ (date required). I have contacted the merchant on _____ and was told _____.
- The attached credit slip was listed as a sale on my statement.
- I was issued a credit slip which was not posted on my statement. A copy of my credit slip is enclosed.
- Merchandise was returned to the merchant on _____ (date).
Method of return: _____
Reason for return: _____
Enclosed is a copy of my UPS Slip/Postal Receipt (if applicable).
- I notified the merchant on _____ (date) to cancel this transaction/ reservation.
My cancellation number: _____
Method of cancellation: _____
Reason for cancellation: _____
- I did enter a transaction with this merchant in the amount of \$ _____
I did not make the charge for _____
All cards were in my possession at the time of the transaction.
- I paid for this transaction using another method of payment. Enclosed is my receipt/canceled check (required).
- Other. Please attach a letter of explanation.

Signature: _____ **Date:** _____

Telephone - Home: _____ **Work:** _____

Please sign the completed document and mail to:

First Citizens Bank • PO Box 1580 • Roanoke, VA 24007-1580