



# JPMorganChase

Dear Cardholder,

This form has been forwarded to you for your convenience. Regulations require that you notify us in writing within 60 days of your receipt of the statement reflecting the disputed charge. You are not required to use this form to notify us of your dispute, you may write a separate letter.

Please be advised that **Visa & MasterCard require that attempts be made to resolve your dispute with the merchant before notifying us.** Any response received after the above-mentioned time frame may result in our inability to assist you with your dispute. **Please fax this notification to; 801-590-1316**

NAME: \_\_\_\_\_ E-MAIL ADDRESS \_\_\_\_\_

ACCOUNT #: \_\_\_\_\_ MERCHANT NAME: \_\_\_\_\_

AMOUNT: \_\_\_\_\_ TRANSACTION DATE \_\_\_\_\_ POST DATE: \_\_\_\_\_

I have contacted the merchant in an attempt to resolve my dispute, but continue to dispute this charge for the following reason;

A. \_\_\_\_\_ I have been billed more than once by the same merchant. I authorized one charge with this merchant for \$ \_\_\_\_\_ on \_\_\_\_\_, but I did not make or authorize \$ \_\_\_\_\_ on \_\_\_\_\_.

My credit card was in my possession at the time of transaction. **\*NEED COPY OF RECEIPT FOR VALID CHARGE\***

B. \_\_\_\_\_ I have been charged for a purchase that was paid for by other means. (Other Credit Card, Check, Cash, Etc.)

**\*NEED COPY OF OTHER METHOD OF PAYMENT IE: COPY OF CC STATEMENT, CASH RECEIPT. IF CHECK, COPY OF FRONT & BACK OF CHECK\***

C. \_\_\_\_\_ I have been billed for the wrong amount on my account. My credit card receipt shows \$ \_\_\_\_\_.

However, I was billed \$ \_\_\_\_\_. **\*NEED COPY OF RECEIPT SHOWING CORRECT AMOUNT\***

D. \_\_\_\_\_ I do not Recognize this charge. **\*I HAVE CONTACTED MERCHANT TO ATTEMPT TO RESOLVE DISPUTE\***

E. \_\_\_\_ I did not Authorize this charge. **\*I HAVE CONTACTED MERCHANT TO ATTEMPT TO RESOLVE DISPUTE\***

F. \_\_\_\_ Merchant was to issue credit for goods returned, or attempted to be returned on \_\_\_\_\_. This credit has \_\_\_\_\_ not posted to my account. **\*NEED EXPLANATION FOR RETURN AND COPY OF CREDIT RECEIPT\***

G. \_\_\_\_ I have not received the Services/Merchandise I've been charged for. The Service/Delivery date was \_\_\_\_\_.  
**\*NEED DETAILED EXPLANATION OF DISPUTE & ATTEMPT TO RESOLVE WITH MERCHANT, DOCUMENTATION THAT SUPPORTS YOUR DISPUTE. IF QUALITY DISPUTE, 2<sup>ND</sup> OPINION LETTER FROM OTHER MERCHANT IS NEEDED AS WELL THAT SUPPORTS YOUR CLAIM\***

H. \_\_\_\_ I Canceled : Service, Airline Ticket, Hotel Reservation, on \_\_\_\_\_.  
Cancellation # \_\_\_\_\_

I. \_\_\_\_ I have resolved my dispute with the merchant.

**\*ABOVE "INFORMATION/DOCUMENTATION" IN BOLD & BETWEEN ASTERISKS IS REQUIRED\***  
**~~ DISPUTE NOTIFICATION NEEDS TO BE SIGNED BY THE "CARDHOLDER" ~~**

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