

# MasterCard Dispute Forms

## Cancelled or Credit Not Processed

Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Customer Name: \_\_\_\_\_

Re: Credit Card account number ending in \_\_\_\_\_ [Last4]

I wish to confirm the details of the disputed transaction on my President's Choice Financial® MasterCard® account with the merchant named below:

Disputed transaction(s):

		/ /
Transaction Amount	Merchant Name	Transaction Date

Please place an "X" in front of the **one** most applicable statement.

**Cancelled Recurring Transaction**

I notified the above merchant, prior to the date of the transaction, to cancel the pre-authorized transaction. The cancellation date was \_\_\_\_ / \_\_\_\_ / \_\_\_\_ and made by \_\_\_\_\_ (phone/email/fax/in person, or other).

Please specify and include any documentation which supports the cancellation:

\_\_\_\_\_  
 \_\_\_\_\_

**Credit Not Processed**

I have not received credit for merchandise returned/services cancelled. Please refer to the following details about the transaction and attached proof of return/merchant's acceptance of my cancellation.

Please complete the following:

1. I have the following documentation available which supports that a credit is due (such as a credit voucher, in-store credit, or voided draft)

\_\_\_\_\_

2. The details of the merchandise return are as follows:

Merchandise was returned on: \_\_\_\_ / \_\_\_\_ / \_\_\_\_ (Date)

3. Merchandise was returned to: *Indicate how the merchandise was returned (i.e. to the store location or via mail etc.)*

*If Merchandise was returned via Post, provide copy of a postal or shipping receipt confirming the return to the merchant.*

\_\_\_\_\_

**Cancelled Services**

If services were canceled, please provide details about the cancellation and date of cancellation.

\_\_\_\_\_

I hereby acknowledge the above information to be true and understand that if proven otherwise, the provisional dispute credit processed to my account will be re-debited.

\_\_\_\_ / \_\_\_\_ / \_\_\_\_

**Date**

\_\_\_\_\_  
**Cardholder Signature**

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