Billing Inquiry Form

If you believe an item on your statement is in error, complete and sign this form. We must hear from you no later than 60 days after we send you the first bill on which the error or problem occurred. Please be as complete as possible when explaining your inquiry and remember to include relevant documents. Insufficient documentation may delay the resolution of your inquiry. Also, please be sure to make a good faith effort to resolve with the merchant prior to filing a dispute.

Primary Cardholder Name (Please Print) _______________________________

Daytime Phone ( ) ____________

Card No.__________ - __________ - __________ - __________

Transaction Date______________

Posted Date _________________

Amount in question $__________

Merchant Name ______________________________________

Primary Cardholder Signature ____________________________________________

Check the ONE box below that best fits your situation and supply the requested items or information.

___ 1. A credit for $___________ was not applied to my card number. (Attach credit slip)

___ 2. The amount charged to my card number is incorrect. The correct amount is $___________. (Attach copy of the sales slip that shows the correct amount.)

___ 3. I certify that the charge listed above was not made by me or any person authorized by me. Nor were the goods or services for this charge received by me or anyone authorized by me. (Attach detail letter outlining your attempts to resolve with merchant)

___ 4. Although I did participate in a transaction with the merchant, I was billed for additional transactions that I did not authorize.

   The valid charge was billed to my card number on __________ (date). (Attach copy of the authorized sales slip)

___ 5. I have not received the merchandise for this transaction. Expected date of delivery was ________(date). I contacted the merchant on _________(date) and the merchant response was________________________________________. I have asked the merchant to credit my card number.

___ 6. I have (circle one) returned/cancelled merchandise/service on _________(date) because __________________________________________. (Provide proof of return or cancellation number) ______________.

___ 7. Merchandise that was shipped arrived damaged and/or defective on _________(date). I returned it on _________(date). (Please provide merchant response)

___ 8. My card was used to secure this purchase, however, payment was made by (circle one) cash, check or other credit card. (Please provide a legible copy of front and back of cancelled check, cash receipt or other credit card statement showing transaction.

___ 9. Other. A detailed letter of explanation is requested for any situation that does not fit one of the above categories. This may include, but is not limited to, goods that are defective, returned, or damaged (please describe the extent of the damage). Include copies of any signed receipts, invoices, or hotel cancellation numbers.

___ 10. Please disregard the previous inquiry in the amount of $__________. The matter is now resolved

I have reviewed the above information for Bank action.

X___________________________________________ Date____________

Program Administrator

Daytime Phone ( ) _______________