



Thank you for contacting us regarding a dispute on your debit card. Please use this form to explain the details of your dispute. You may place additional details on the second page.

Cardholder Name _____ Card number _____ - _____ - _____

Merchant Name _____ Amount _____ Transaction date _____

Please choose the ONE category that best describes your dispute:

___ I did not participate or authorize this transaction. (select statement and SAFE/Fraud Reporting option below)

___ My card is in my possession

___ My card was lost or stolen at the time of transaction.

SAFE/FRAUD REPORTING

Upon initiating any fraud-related chargeback (reason codes MC 4837, 4840, 4847 and Visa 81, 83, 57), the appropriate fraud reporting option must be chosen below: (financial institution should assist with selection)

___ 00 - Lost Card: Cardholder asserts card is lost

___ 01 - Card Stolen: Cardholder asserts card has been stolen

___ 02 - Card Not Received: Cardholder asserts that he never received the card in the mail.

___ 03 - Fraudulent Application: Cardholder asserts that he never completed an application for the card (There are no chargeback rights for this issue.)

___ 04K - Counterfeit Convenience Check

___ 04N - Counterfeit PIN Not Used: Cardholder still has card in possession and transaction is card present. NOTE: Not to be used on MCC 5542.

___ 04P - Counterfeit PIN Used

___ 05 - Account Take Over: Cardholder asserts that an unauthorized person contacted the bank and had the address and other information updated to his own. (There are no chargeback rights for this issue.)

___ 06 - Fraudulent Use (MOTO, CNP): Cardholder did not authorize or participate in a mail/phone/e-commerce transaction. Can also be used for key-entered transaction when another code does not apply.

___ 07 - Imprinting of Multiple Drafts: For reason codes MC 4840 and Visa 67. Verify use based on cardholder documentation, status of card and transaction type.

___ I do not recognize this transaction.

___ I paid for this purchase another way, but it still posted to my statement. I have provided:

A cash receipt _____ Copies of both sides of a canceled check _____

The credit/debit card statement where the valid charge appears _____

(Please note one of the above is required before Fifth Third can assist with your dispute.)

_____ This charge posted to my account twice, but I only authorized one purchase. The valid charge posted on _____. My credit cards are still in my possession.

_____ The charge posted to my account for an amount different from the amount on my receipt. I have/have not (circle one) enclosed a copy of my receipt showing the difference.

_____ I have not received expected goods or services. The expected date of delivery/completion was _____. I have contacted the merchant and the response was _____

(Please place additional details of this dispute on the second page of the form.)

_____ The merchandise received was not as described, poor quality, damaged, or unsuitable for the purpose intended. I returned (or attempted to return) the merchandise on _____. I have contacted the merchant and their response to the return was _____.

(Please provide details of what was wrong with the merchandise on the second page of the form, and include proof the goods were returned to the merchant, such as a tracking number.)

_____ I have returned merchandise to the merchant. A copy of my credit slip is enclosed.

_____ I have returned (or attempted to return) merchandise to the merchant. I did not receive a credit slip because _____. I was/ was not (circle one) informed of the merchant's return policy, and their response to the return was _____.

_____ I cancelled the transaction with the merchant on _____. I was/ was not (circle one) informed of the merchant's cancellation policy, I have contacted the merchant and the response to the cancellation was _____.

(Please include any contracts or correspondence to and from the merchant,)

_____ I cancelled the hotel reservation on _____. My cancellation number is _____
(If no cancellation number was provided, please provide a telephone statement showing the cancellation call to the merchant.)

NOTE: Please provide a detailed explanation of the above dispute:

Cardholder Signature _____

Date _____