

VANTIV CARDHOLDER DISPUTE FORM

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 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.)

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

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are approximately 20 lines visible. The paper appears slightly aged or off-white. There are some very faint, small dark spots scattered across the surface, possibly due to scanning artifacts or dust. No text or other markings are present on the page.

Cardholder Signature _____ **Date** _____