

You may file this claim with a Chargeback specialist by calling 1-888-297-0768

Or

You may file a dispute electronically by sending an e-mail to:

[fcfedcarddisputes@firstusa.com](mailto:fcfedcarddisputes@firstusa.com) or [fccomcarddisputes@firstusa.com](mailto:fccomcarddisputes@firstusa.com)

**Non Travel Related Disputes**

Date \_\_\_\_\_

**Cardholder Information** Account Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_ Phone(\_\_\_\_) \_\_\_\_ - \_\_\_\_\_  
Name(s) \_\_\_\_\_ Fax # (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_

**Transaction Information** Merchant Name \_\_\_\_\_ Phone # (if known) (\_\_\_\_) \_\_\_\_ - \_\_\_\_\_  
Merchant Location (if available) \_\_\_\_\_  
23 Digit Reference # \_\_\_\_\_  
Transaction Date \_\_\_/\_\_\_/\_\_\_ Transaction Amount \$ \_\_\_\_\_ **Disputed Amount \$** \_\_\_\_\_

I am initiating this dispute on behalf of the customer

Name \_\_\_\_\_ Relationship to cardholder \_\_\_\_\_

Signature: \_\_\_\_\_

**PLEASE CHECK THE APPROPRIATE DISPUTE AND COMPLETE THE CORRESPONDING INFORMATION**

**The charge is mine, however I need a copy**

**I don't recognize this sale**

**I never authorized this transaction**

*\*\* Cardholder Signature required (unless this form is generated from the cardholder's email address):*

**I participated in only one transaction, the second one is unauthorized**

*\*\* Cardholder Signature required (unless this form is generated from the cardholder's email address):*

**I paid for this transaction by other means**

*\*\* Must provide copy of the front & back of canceled check, other credit card statement showing the second charge, cash receipt, etc. as supporting documentation*

**I was billed a different amount than my receipt shows**

*\*\* Must provide a copy of the receipt showing the amount that should be billed*

**For the following inquires, please answer the questions below**

➤ **An attempt to resolve this dispute with the merchant must be made. Please describe your attempt(s):** \_\_\_\_\_

➤ **On what date(s) did you contact the merchant to resolve this concern?** \_\_\_/\_\_\_/\_\_\_ - \_\_\_/\_\_\_/\_\_\_

**I was billed for merchandise, service, or cash I haven't received**

➤ Describe the item(s) not received, including dollar amount of each item \_\_\_\_\_

➤ Date merchandise/services were to be provided \_\_\_/\_\_\_/\_\_\_

➤ Ship To address (if different) \_\_\_\_\_

*\*\* If the transaction was made face-to-face, proof must be supplied showing merchandise was to be shipped*

**I am disputing the Quality of Merchandise /Services received**

➤ List item(s) defective/not as ordered, including dollar amount of each item \_\_\_\_\_

➤ Describe why item(s) defective/ not as described, or incompatible: \_\_\_\_\_

*\*\* Must supply proof of what was ordered versus what was received, if made over the phone, written correspondence will be sufficient*

➤ Date merchandise was returned, or attempted to return. \_\_\_/\_\_\_/\_\_\_ *\*\*Must attach proof of return, if applicable*

**I am disputing a card-activated call**

➤ Please describe your reason for dispute, including dollar amount you're disputing \_\_\_\_\_

**I am being billed for a service I canceled**

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- On what date did you contact the merchant to cancel the transaction: \_\_\_\_ / \_\_\_\_ / \_\_\_\_
  - If you canceled over the phone, do you recall whom you spoke to? \_\_\_\_ If yes, their name: \_\_\_\_\_
- \*\* If a recurring transaction, only the transaction(s) after the cancellation date may be disputed*

**I returned the merchandise and have not received credit**

- Reason for return: \_\_\_\_\_
- Date of return or credit voucher date \_\_\_\_/\_\_\_\_/\_\_\_\_  
*\*\* Must provide proof of return or copy of credit receipt, if applicable*
- If you merchandise was accepted for return, did you receive an in-store credit slip? \_\_\_\_ .  
*\*\* If in-store credit voucher was received, original must be sent via certified mail to Bank One*
- Does the merchant display a policy for returns? \_\_\_\_\_ If so, please describe that policy: \_\_\_\_\_
- If the merchandise was shipped/mailed back to merchant, to what address was it sent to?  
\_\_\_\_\_
- Is there a postal/UPS receipt? \_\_\_\_ *\*\* If yes, must provide copy as supporting documentation*

**Please include additional comments that are pertinent to your dispute:** \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

*\*\* Supporting documentation may be faxed to 1(888)297-0785 / (847) 488-7985 or Mailed to **Bank One**  
**PO Box 2015**  
**Elgin, IL 60121-2015**  
**Attn: Dispute Department***

Bank One USE ONLY      **Circle applicable reason code** 32 41 53 55 56 57 60 59 (RS1 RS2 RS3 RS4 RS5)

**“I certify that the facts were obtained from my discussion with the cardholder and are accurate to the best of my knowledge”**

Chargeback representative \_\_\_\_\_ Date \_\_\_\_\_

**Recap of representatives attempt to resolve dispute with merchant directly:** \_\_\_\_\_

*Check applicable regulation for appropriate timeframes and member message fields*

Call Taken By/Ext. \_\_\_\_\_ / \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor \_\_\_\_\_

Best Time to call \_\_\_\_\_ Number we may reach customer back at \_\_\_\_\_