



## CUSTOMER DISPUTE REQUEST

Fax completed forms to the SHAZAM Chargeback department at (515) 558-7614.

<b>Card number:</b>		
<b>Date account closed:</b>		<b>Date account hot carded:</b>
<b>Cardholder name:</b>		
<b>Cardholder address:</b>		
<b>Disputed Transaction</b>		
<b>Date</b>	<b>Dollar Amount</b>	<b>Merchant Name</b>
I have attempted in good faith to resolve this dispute with the merchant: ____Yes ____No		
Check the category below that best describes your dispute.		
<b>Check One</b>	<b>Category</b>	<b>Description</b>
	Unauthorized <b>(Card must be hotcarded &amp; closed in this situation.)</b>	I did not authorize this transaction.
	Double billing	I was billed twice for the same transaction. The correct transaction posted to my account on _____ (date). I had possession of my card(s).
	Merchandise or service not received	I did not receive the merchandise or service I expected to receive on _____ (date).
	Credit not received	I was issued a credit receipt that did not post to my account. A copy of the credit receipt is enclosed with this form.
	Cancelled reservation	I spoke to _____ (name) to cancel my hotel reservation on _____ (date). My cancellation number is: _____
	Paid by other means	I paid for this transaction using cash, check, or other bank card. Enclosed is a copy of my cash receipt, cancelled check, or other bank card statement.
	Incorrect amount	I was billed \$ _____, but the correct amount is \$ _____
	Returned merchandise	I returned the merchandise to the merchant on _____ (date). Enclosed is a copy of the delivery carrier receipt and/ or bank card credit receipt.
	Defective merchandise	The merchandise arrived broken, defective, or otherwise unsuitable. I attempted to return the merchandise on _____ (date). My explanation of the defect is enclosed.
	Not as described	The product or service I received was not as described by the merchant. I attempted to return the merchandise on _____ (date). Enclosed is the merchant's advertisement and a letter explaining what I expected to receive.
	Cancelled services	I cancelled the service on _____ (date), however the merchant continues to bill me.
	Non-recognition	I do not recognize this transaction.
	Other—Categories above do not describe situation.	Enclosed is a detailed letter that describes my situation.
<b>Date:</b>		<b>Signature:</b>
		By requesting this dispute I agree to the fee for a denied dispute. (See service fee schedule or contact an Eastwood banker for current charges.)

**Bank Use:**

Date customer learned card was missing:  
Date Bank was notified:

Branch:  
Employee: