



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 _____ - _____ - _____

Cardholder Address _____ City _____ State _____ Zip _____

Member Number _____ Phone Number _____ - _____ - _____

Merchant Name _____ Amount _____ Transaction date _____

See List (page 3)

See List (page 3)

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Please choose the ONE category that best describes your dispute:

- **I did not participate or authorize this transaction.**
 My card is in my possession.
 My card was lost or stolen at the time of transaction.
- **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 debit card is 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 _____.

