

Customer Statement of Dispute

Date _____

Note: Failure to provide adequate information may affect your dispute rights and processing time. Depending on the documentation required a dispute may take up to **60 days to process**. Please be as complete and specific as possible.

Please use only one form for each charge disputed. (You may make copies of this form)

NAME _____ ACCOUNT # _____

SIGNATURE _____ EMAIL ADDRESS _____

DATE OF CHARGE _____ MERCHANT NAME _____

AMOUNT OF CHARGE _____ AMOUNT DISPUTED _____

PHONE # (TO BE REACHED AT BETWEEN 7 AM AND 5:30 PM CT) _____

Please check and complete the information for the category that best applies. Additional information can be noted on the back of this form.

☐ **Cancellation/Returns—I have returned the merchandise or cancelled merchandise or services and have not received credit**

What was purchased? (Please be specific) _____

Were you advised of Merchant's cancellation or refund policy at the time of purchase? ___ Yes* ___ No *Please explain policy on back of this form.

Date of cancellation _____ Who you spoke with _____

Cancellation# _____ Reason for cancellation _____

Date Returned _____ Shipping Company & shipping/tracking # _____

Date attempted to resolve with merchant _____ Who you spoke with _____

Merchant's response _____

☐ **Quality of Merchandise/Services--*Describe the difference between what was ordered and what was received. What was defective, or why the purchase is unsuitable for your needs? YOU MAY BE CONTACTED FOR ADDITIONAL INFORMATION (please use additional space on back of this form if needed)**

Date of cancellation _____ Who you spoke with _____

Cancellation# _____ Reason for cancellation _____

Date Returned _____ Shipping Company & shipping/tracking # _____

Date attempted to resolve with merchant _____ Who you spoke with _____

Merchant's response _____

☐ **Non-receipt of Merchandise/Services—I did not receive the purchased services or shipped merchandise**

What was purchased? (please be specific) _____ Expected date of delivery _____

Date attempted to resolve with merchant _____ Who you spoke with _____

Merchant's response _____

☐ **Transaction Errors**

____ I have been billed more than once for the same purchase. The original charge posted on _____

____ Incorrect amount posted to my account.

Enclosed is a copy of my receipt for \$ _____, but the charge posted to my account as \$ _____.

☐ **Unauthorized Charge *SIGNATURE ABOVE IS REQUIRED***

I did not authorize or participate in this transaction. **I understand that by stating the charge is unauthorized that this account will be closed and reported as lost or stolen upon return of this dispute form.** A new account may be issued at the discretion of World's Foremost Bank.

☐ **Charge Not Recognized**

I do not recognize the transaction and require additional information to enable me to successfully identify the transaction or merchant.

I attempted to identify the charge with the merchant on (date). _____

