



@ your service

UNITED BANK CREDIT CARD  
DISPUTED TRANSACTION FORM

Please complete one form for each disputed transaction.

CONTACT INFORMATION	
Prepared by (CSR)	Date
Branch/Office <b>Vienna, WV/Bankcard</b>	Telephone Number <b>800.242.7600</b>

CARDHOLDER INFORMATION	
Name	
Card Number	Telephone Numbers
Street Address	Home
P. O. Box(If applicable)	Work
City	Cellular
State	Zip Code

TRANSACTION INFORMATION	
Name of Merchant (As it appears on statement)	
Location of Merchant	
Amount Charged on Statement \$	Amount Should Be Charged \$
Date of Transaction	Posting Date

If more than one transaction, please attach copy of statement or screen print reflecting transactions.

**PURCHASES**

- I did not authorize or participate in the above transaction. (Fraud Affidavit should be completed and card closed.)
- The amount of the transaction above differs from the amount that I authorized or received.
- I authorized one transaction in the amount of \$\_\_\_\_\_ ; however, this amount has been deducted from my account \_\_\_\_ (#) times.
- This is a known merchant to me in which I have authorized charges in the past. What type of service or merchandise did the merchant provide? \_\_\_\_\_
- I have attempted to cancel merchandise or services with this merchant.
  - What was purchased or service provided? \_\_\_\_\_
  - What date was it cancelled? \_\_\_\_\_
  - Were you given a cancellation #? \_\_\_\_\_
  - Who did you speak with? \_\_\_\_\_
  - What was the reason for cancellation? \_\_\_\_\_
  - If merchandise was received after cancellation, was merchandise returned? \_\_\_\_\_
  - (Visa regulations allow 30 days for merchant to provide credit to account)
  - If so, what date? \_\_\_\_\_

Additional Comments or Information: (Explain in detail what attempt has been made with the merchant to resolve the charge.)

\_\_\_\_\_

\_\_\_\_\_

Cardholder Signature

Date



**DISPUTE INTERVIEW  
PLEASE ANSWER ALL QUESTIONS**

1. Is this a  recognized or  unrecognized transaction to you?
2. Have you attempted to resolve this dispute with the merchant?  
Yes  No  Unable to reach merchant
3. Do you have the card in your possession? Yes  No
4. Might another valid user have used the card? Yes  No
5. When did you discover the problem? \_\_\_\_\_ (MMDDYYYY)
6. How did you discover the problem? Fraud Detection Service  Lost/Stolen/Missing Card  Statement  Internet  Letter/Call from Bank  Credit Bureau/Fraudulent Application
7. Do you know who committed the fraud? Yes  No
8. Where did you last use your card? \_\_\_\_\_
9. When did you last use your card? \_\_\_\_\_
10. Where did you last have your card? \_\_\_\_\_
11. When did you last have your card? \_\_\_\_\_
12. Did you file a police report? Yes  No
13. What are the details about this fraud: how did it happen?  
\_\_\_\_\_  
\_\_\_\_\_
14. What are the details about this fraud: when did it happen?  
\_\_\_\_\_  
\_\_\_\_\_
15. What are the details about this fraud: where did it happen?  
\_\_\_\_\_  
\_\_\_\_\_
16. Is there any other information about your case that you would like to include?  
Yes  No  If yes, please explain  
\_\_\_\_\_  
\_\_\_\_\_
17. Select a fraud type: Lost  Stolen  Card Not Received   
Issuer Reported as Counterfeit  Misc./Account Takeover   
Fraudulent Use of Account Number

Customer Signature

Date

Return to: United Bankcard Center  
P. O. Box 1382  
Parkersburg, WV 26102