

CARDHOLDER DISPUTE FORM

ICE Travellers cashcard

Customer name: _____

Address: _____

Post code: _____

Contact tel. no.: _____ Email address: _____

Card number: **5 1 1 6 8 2** _ _ _ _ _ _ _ _ _ _

Amount in dispute: £/\$/€ _____ Transaction date: _____
Please delete as appropriate

Merchant name: _____

Dear Cardholder

The following information is critical in the processing of your card enquiry. Please check the appropriate box, sign and return with copy of any related documentation as soon as possible:

- I certify that the transaction listed above was neither made by me nor by anyone authorised by me to use my card.
- I do not recognize the transaction from the amount billed. Please enclose a copy of the sales receipt prior to alteration.
- The amount I charged differs from the amount billed. Please enclose a copy of the sales slip prior to alteration.
- I authorised the sale but returned the merchandise and received a credit slip. The credit has not appeared on my statement. Please enclose a copy of the sales slip.
- I did authorise the sale but have not received the merchandise or service. (The cardholder should contact the merchant first and request a credit. Please explain in writing the results of your contact with the merchant).
- I did make a transaction with this merchant for which I have been billed for the amount of £/\$/€ _____ (delete as appropriate), but this other transaction was not made by me.
- The charge was paid by cheque or cash but appeared on my statement. (The cardholder should contact the merchant first and request a credit, explain in writing the exact details of your discussion with the merchant and enclose a copy of the front and back of the cancelled cheque, or cash receipt).
- I cancelled the reservation and or services. The cancellation number is _____
- I used the ATM on that day and received partial funds or no funds at all.
ATM receipt attached: Yes No
- I used the ATM on that day but the transaction was duplicated.
ATM receipt attached: Yes No

Customer signature: _____

Date: _____