

Vantiv Visa Cardholder Dispute Form

Thank you for contacting us regarding a dispute on your Visa Credit/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	
Merchant Name	Amount	Transaction Date	

PLEASE THOROUGHLY READ THIS ENTIRE FORM, THEN 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 contacted the merchant on _____ and the merchant response was _____. I have provided:
 - A cash receipt
 - Copies of both sides of a canceled check
 - The credit/debit card statement where the valid charge appears

(One of the above is required and must be sent with this form before we can assist with your dispute.)

- This charge posted to my account twice, but I only authorized one purchase. The valid charge posted on _____. My credit cards are 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 _____.
(Please include any contracts or correspondence to and from the merchant,)

- I cancelled the hotel reservation on _____. My cancellation number is _____.
(If no cancellation number was provided, please provide a telephone statement showing the cancellation call to the merchant.)

NOTE: Please provide a detailed explanation of the above dispute.

Cardholder Signature	Date
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Please return this form along with supporting documentation to:

Fax: 513-900-3543 or Mail: Vantiv Attn: Disputes Dept – GH2Y1 8500 Governors Hill Dr Cincinnati, OH 45249

For questions please call 800-808-6402