CARDHOLDER DISPUTE FORM

KINECTA CREDIT CARD #  
CARDHOLDER NAME

CARDHOLDER PHONE #  
DISPUTED AMOUNT $  
POST DATE

MERCHANT NAME

DISPUTING MORE THAN ONE ITEM?  ☐ Yes  ☐ No  
IF YES, THAN THIS IS NUMBER _____ OF _____ (e.g. 1 of 3)  
ONLY ONE TRANSACTION PER FORM

EMAIL ADDRESS

SIGNATURE REQUIRED ________________________________________________________________

BEFORE DISPUTING CHARGE, YOU MUST MAKE EVERY EFFORT TO RESOLVE THE DISPUTE WITH THE MERCHANT

Select Type of Dispute (Check ONLY one)

☐ Did not recognize - Please attempt to contact the merchant prior to disputing the charge.
  • When did the Cardholder contact the Merchant (mm/dd/yy) _____ / _____ / _____
  • What was the outcome of the merchant contact?________________________________________

☐ I was billed twice for a single purchase - Cardholder certifies one transaction is valid, but it posted more than once. All cards issued to me are in my possession.
  • Valid Transaction $____________________  Post Date ________________________________
  • Invalid Transaction $____________________  Post Date ________________________________

☐ Membership Cancellation - Please enclose copy of letter, email, or fax informing the merchant of cancellation.
  • When did the cardholder contact the merchant? ______________________________________
  • Reason for cancellation? ___________________________________________________________
  • Date of cancellation Cancellation # _______________________________________________
  • Were you advised of a cancellation policy? ☐ Yes  ☐ No
  If yes, what were you told? ________________________________________________________

☐ Merchandise was returned - You must attempt to return the merchandise prior to exercising the right. Please attach
  signed proof of return or credit slip.
  • What was ordered? ______________________________________________________________
  • What was received? ______________________________________________________________
  • Reason for returning ______________________________________________________________
  • Was merchandise suitable for the purpose intended? _________________________________
  • Merchant’s response ______________________________________________________________

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☐ I did not receive the merchandise - Please contact the merchant and notify us of the outcome.
  • When did the cardholder contact the merchant? ____________________________
  • What was the outcome of the merchant contact? ____________________________
  • What was the expected delivery date? _____ / _____ / _____
  • What was the merchandise that was ordered? ____________________________

☐ I was overcharged for the purchase - Please include a copy of the signed sales receipt.

☐ My credit posted as a sale - Please attach a copy of the credit slip and the original sales slip.

☐ The credit did not post to my account - Please enclose a copy of the dated credit slip or notice of credit from the merchant and a detailed explanation of your dispute.

☐ I paid by other means - You must provide proof of payment by other means such as a copy of the cancelled check (front and back), a cash receipt, or a billing statement from another credit card.
  • When did the cardholder contact the merchant? ____________________________
  • What was the outcome of the merchant contact? ____________________________

☐ I was charged for a hotel room, which I cancelled - Cancellation number is required.
  • Were you advised of a cancellation policy? ☐ Yes ☐ No
  • If Yes, what was the policy? ____________________________________________
  • Cancellation number _________________________________ (REQUIRED)  Cancel date _____ / _____ / _____
  • Copy of phone bill showing you contacted the merchant to cancel.

☐ Service Dispute - Please describe the nature of your dispute and your attempt(s) at resolution on a separate sheet of paper and attach to this form. Include copies of second opinions from a certified merchant on their invoice or letterhead, repair bills, contracts or other supporting documentation.

☐ I did not authorize this charge - I certify that I did not authorize or participate in this transaction with the above-mentioned merchant, nor did I authorize anyone else to use my card. To use this option, you must report your card lost or stolen. If you have not, please call 877.881.6023 before sending in this form.
  • If this was for a hotel room, did you request a reservation? ☐ No ☐ Yes
  • If Yes, this is not an unauthorized charge. You must call the merchant and attempt to resolve the dispute. If you received a cancellation number for a reservation, please see the dispute reasons above.

☐ Other - Please enclose a DETAILED description on a SEPARATE SHEET and attach it to this form.

DISPUTES - FAX # 515.457.2074 PHONE # 800.268.1884 Ext: 2077