

Dispute/Fraud Form

This form has been provided for your convenience. If you believe that a transaction on your statement is in error, you can use this form to contact us. Regulations require that you notify us in writing within 45 days from the statement billing date of the disputed charge. Any response received after this time frame may result in our inability to assist you with your dispute.

Please be advised that Visa & MasterCard require that attempts be made to resolve your dispute with the merchant before notifying us. Please complete and email this form to Manager of Credit Card Programs, at jpmcsucc@syr.edu.

Name: _____
Account #: _____
Merchant Name: _____
Transaction Date: _____
Posting Date: _____
Reference #: _____
Transaction _____
Amount: _____

Please Check one of the following choices applicable to your dispute. Include all necessary information/documentation.

1. I need a copy of my receipt. I don't seem to have a copy any longer.
2. I do not recognize the above-mentioned charge.
- I have attempted to contact the merchant to obtain further information with no resolution
- I want to report this as Fraud. I did not authorize the above-mentioned charge. I understand my card will be closed and reissued. (If this is a VISA account, Visa regulations require that your account be closed prior to pursuing this dispute reason. Please call Customer Service at 800-316-6056 to assist you in closing your account.)
- I want to report this as a dispute to try and obtain more information about this transaction by requesting a copy of the receipt
3. I have been billed more than once by the same merchant. I authorized one charge with this merchant only. My card was in my possession at the time of the transaction.

Valid Charge _____ Reference # _____ Transaction Date _____
Invalid Charge _____ Reference # _____ Transaction Date _____

4. I canceled Service / Airline Ticket / Hotel Reservation on (date) _____ Cancellation # _____
5. I have not received the merchandise that was to be shipped to me on (date) _____. I have requested credit.
6. Merchandise that was shipped to me arrived damaged or not as described. I returned it on (date) _____ and asked the merchant to credit my account. I am providing a copy of my returned mail receipt.
7. Merchant was to issue credit for merchandise I returned to the store. I have enclosed a copy of my credit receipt.
8. I have been charged for a purchase that was paid for by other means. I am providing a copy of the documentation showing the other method of payment.
9. I have been billed for an incorrect amount. My receipt shows \$ _____, however, I was billed \$ _____. I am providing a copy of my receipt showing the correct amount.
10. Other: I am attaching detailed information that describes the dispute.

Work Phone: _____ Email: _____

Signature _____ Date: _____