

# MPS CHARGEBACK REQUEST FORM

Date: \_\_\_\_\_ Customer Name: \_\_\_\_\_  
Institution Name: \_\_\_\_\_ Merchant Name: \_\_\_\_\_  
Address: \_\_\_\_\_ Check Card Number: \_\_\_\_\_  
Transaction Date: \_\_\_\_\_  
Institution Acronym: \_\_\_\_\_ Dollar amount in Dispute: \_\_\_\_\_

- I received my monthly statement and there is a purchase on it that I did not make. (A copy of the **checking account statement** with the purchase in question circled is REQUIRED)
- I received my monthly statement and the amount I purchased differs from the amount billed by the merchant. (A copy of the **checking account statement** with the purchase in question circled, **sales slip** and/or **packing invoice** for mail orders is REQUIRED)
- I received a credit slip from the merchant and the credit has not appeared on my statement. (A copy of the **checking account statement** with the purchase in question circled and **credit slip** is REQUIRED)
- I received an "In Store Credit Slip" and request that my account be credited. (A copy of the original "**In store credit slip**" and copy of the **checking account statement** with the purchase in question circled is REQUIRED)
- I attempted to pay for a purchase with my Check Card, but the transaction was not approved. Therefore, I then paid using another form of payment. My checking account was debited for the Check Card purchase, even though I paid using another method of payment at the time of purchase (i.e., cash, check, charge, etc). (A copy of the **cash receipt**, or front and back of the **cancelled check**, or the **credit card receipt or statement** and a copy of the **checking account statement** with the purchase in question circled is REQUIRED)
- I did authorized the sale, HOWEVER:
- I have not received the merchandise. The expected delivery date is/was: \_\_\_\_\_. (A copy of the **checking account statement** with the purchase in question circled is REQUIRED)
- I have not received the expected services. (**Explain in full**) \_\_\_\_\_
- The merchandise was defective and returned on \_\_\_\_\_. (**Proof of return** such as an invoice and shipping papers on a certified mail receipt, **explanation of defect** and a copy of **checking account statement** with the purchase in question circled is REQUIRED)
- I attempted to cancel this purchase with the merchant on \_\_\_\_\_. The merchant's reply was \_\_\_\_\_. (Copies of **correspondence** (if any) between cardholder and the merchant and a copy of the **checking account statement** with the purchase in question circled is REQUIRED)
- This sale was a canceled hotel reservation. Cancellation # is: \_\_\_\_\_. Date of cancellation \_\_\_\_\_. (A copy of the **checking account statement** with the purchase in question circled is REQUIRED)
- Only one sale was authorized. The amount in question is a duplicate of a sale that was charged to my account on \_\_\_\_\_. (A copy of the **checking account statement(s)** with the purchase in question circled is REQUIRED)

I have marked the applicable reason for the disputed transaction and have supplied copies of all required documentation.

Customer Signature: \_\_\_\_\_ Print Name: \_\_\_\_\_

Customer Address: \_\_\_\_\_

Home Phone Number: \_\_\_\_\_ Work Phone Number: \_\_\_\_\_