



CARDHOLDER DISPUTE FORM

Credit/Debit Account # [redacted] 77 Cardholder Name [redacted]
(16 Digit Card Number)

Cardholder Phone # [redacted] Disputed Amount \$141.18 Post Date 5-11-21?
5-9-21?

Merchant Name Thaicupid Disputing more than one item? Yes ___ No X

If Yes, then this is number ___ of ___ (e.g. 1 of 3) **ONLY ONE TRANSACTION PER FORM**

Email Address [redacted] @GMAIL.COM

SIGNATURE REQUIRED [redacted]

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 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 this 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 _____

