

DISPUTE A TRANSACTION – US BANK STATEMENT OF DISPUTED ITEM

Instructions: You should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from US Bank is required, please complete this form and call the bank within 60 days of the billing close date. Please call US Bank at **(800) 344-5696** (you will need to know the full 16-digit credit card number – for security reasons, do not document the full number on this form). The completed form should be attached to your statement and your verifier should mark this item as disputed in IRIS.

Cardholder Name: _____

Last 4 Digits of Acct Number: _____

This charge appeared on my statement, billing close date: _____

Transaction Date: _____

Reference Number: _____

Merchant Name/Location: _____

Posted Amount: _____ Disputed Amount: _____

Cardholder Signature

Date

Please indicate below the reason for dispute:

- Unrecognized – I do not recognize this charge.
- Merchandise Returned – I have not received credit for the returned Merchandise.
- Merchandise Not Received – I have not received the merchandise.
- Services Not Received – I have not received the services.
- Credit Not Received – I have not received credit toward my account.
- Cash Not Received – I did not receive cash from the ATM.
- Alteration of Amount – The receipt does not match the amount posted.
- Inadequate Description – The description does not give enough information.
- Not as Described – The merchandise I received does not match the description from the merchant.
- Quality of Service – The service I received does not match the description from the merchant.
- Duplicate Processing – I have been charged for this transaction more than once.
- Paid by Other Means – I had paid by other means such as cash or check.
- Credit Posted as a Purchase – It should have been a credit to my account.
- Cancelled – Merchandise Returned – I had canceled the purchase. The merchandise has been returned to the merchant.
- Cancelled – Recurring Transaction – I had cancelled the purchase. This is a recurring transaction such as a monthly service.
- Cancelled – I had cancelled the purchase.
- Transaction Posted to Closed Account – Recurring Transaction – This account has been closed. This is a recurring transaction such as a monthly service.
- Transaction Posted to Closed Account – This account has been closed.
- Defective – Shipped/Returned – The shipped merchandise I received was defective. The merchandise has been returned to the merchant.
- Defective – Shipped – The shipped merchandise I received was defective
- Defective – The merchandise I received was defective.
- Other – None of the above reasons fit my need to dispute this transaction.