

### Customer Statement of Disputed Transaction

Please check only one item and print all information. Use a separate form or additional pages to document each dispute.

**Mail to:** hyperWALLET Systems Inc., 950 Granville Street, Suite 300, Vancouver, BC, V6Z 1L2, Canada.

**Email to:** disputes@hyperwallet.com or **Fax to:** +1 (604) 482-0091 If you have any questions, please call:

**UK / Europe: +44 845 528 0549 Elsewhere: +1 604 638 6657**

Your Name: \_\_\_\_\_

Card Number (provide first 6 digits & last 4 digits only): \_\_\_\_\_ \* \* \* \* \* \_\_\_\_\_ Amount: \_\_\_\_\_

Transaction Date: \_\_\_\_\_ Post Date: \_\_\_\_\_ Reference Number: \_\_\_\_\_

Transaction Description: \_\_\_\_\_

1. I certify that the charge listed on the statement was not made by me nor a person authorized by me to use my card. I did not receive any goods or services from this transaction nor did any person authorized by me.
2. Although I did engage in a transaction with the above merchant, I have no knowledge of the particular transaction noted above and it was not authorized by me or anyone representing me. My cards were in my possession at the time of the above transaction.
3. Although I did engage in the above transaction (complete **ONE** of the following statements and provide as much detail as possible to support your statement):
- a. The amount of the sale was increased from (please indicate currency) \_\_\_\_\_ to \_\_\_\_\_  
I am enclosing a copy of my debit card sales receipt, which reflects the correct amount.
  - b. I dispute the entire charge or a portion of it in the amount of (please indicate currency) \_\_\_\_\_. I have contacted the merchant and a credit has been applied to my account. (Please provide details of the circumstances surrounding this transaction and your calculations used to derive the correct amount, if amount is less than the total billed to your account.)
  - c. I have never received the merchandise. I expected to receive it during the week of \_\_\_\_\_ (date.) I have since contacted the merchant and asked that a credit be applied to my account.
  - d. All or part of the shipped or delivered merchandise was defective or damaged when received. I returned the merchandise on \_\_\_\_\_ (date) and the tracking # is \_\_\_\_\_, but have not received a credit for the amount of (please indicate currency) \_\_\_\_\_. I am enclosing a detailed statement describing the defects of the merchandise and am enclosing a copy of my proof of return list of the merchandise received, the items returned, and the cost of each item.
  - e. The above transaction is a duplication of an authorized transaction that took place on \_\_\_\_\_ (posting date.) The reference number of the authorized transaction as shown on my card statement is: \_\_\_\_\_.
  - f. I am enclosing a detailed explanation of the reason(s) the merchant was not able or willing to provide the requested merchandise/services. I am also providing details of my attempts to resolve this matter with the merchant, including date(s) and the merchant's response(s).
4. I received a credit slip, but it was applied to my account as a charge. I am enclosing a copy of this credit slip.
5. I received a credit slip, but it has not yet been applied to my account. I am enclosing a copy of this credit slip.
6. I guaranteed a hotel reservation for late arrival and subsequently cancelled it on \_\_\_\_\_ (date) at \_\_\_\_\_ (AM/PM.) I was given the following cancellation number \_\_\_\_\_ and have attached the email correspondent between myself (cardholder) and the hotel.
7. Other reason: \_\_\_\_\_

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Home Phone # \_\_\_\_\_ Work Phone # \_\_\_\_\_

Cardholder Email Address: \_\_\_\_\_