

As the Cardholder, please confirm the grounds of your dispute:

- I the undersigned, do not recognise this transaction. Please provide me with a copy.
- I neither participated in, nor authorised the use of my card for the above transaction.
- I participated in and authorised only one transaction with this merchant.
- I authorised a transaction for _____ as shown on the attached receipt/invoice and not _____ as shown on the Merchant copy of the receipt/Invoice.
- Goods / services were ordered but not received / faulty.
- Goods/services returned but no refund has been processed.

Please provide a summary of your dispute, including confirmation of how you have attempted to resolve with the merchant and details of any communication that's taken place:

- I the undersigned, verify that all documents regarding this issue have been provided with this form.

Please provide any supporting documentation such as correspondence, receipts and/or invoices to support your claim.

Please sign below and return this form (including any supporting documentation) to contact@capitalontap.com.

Cardholder signature

Date