



Customer Statement Of Disputed Charge

- Keep a copy for your records before sending the dispute form.
- Send this form to SunTrust Banks, Inc. Attention: Commercial Card, P.O. Box 4910, Orlando, FL, 32802-4910 or fax to (407) 762-5405 or email to + BankcardDisputes@suntrust.com
- For Dispute Inquiries, call (800) 836-8562.

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|------------------|--------------|---------------------------|-----------------------|------|
| Name | | Signature (Required) | | Date |
| Account Number | | Best Contact Number | Home Telephone Number | |
| Transaction Date | Posting Date | Business Telephone Number | Cell Number | |
| Merchant Name | | Dollar Amount | | |

Choose only one dispute reason.

- The amount of the charge was increased from \$ _____ to \$ _____ or my sales slip was added incorrectly. Enclosed is a copy of the sales slip that shows the correct amount.
- I have not received the merchandise that was to be shipped to me by the expected delivery date of ____/____/____ (MM/DD/YY). I have asked the merchant to credit my account.
- I was issued a credit slip that has not shown on my statement. A copy of the credit slip is enclosed. The merchant has up to 30 days to credit the account.
- Merchandise that was shipped to me has arrived damaged and/or defective. I returned it on ____/____/____ (MM/DD/YY) and asked the merchant to credit my account. Enclosed is a letter describing how the merchandise was damaged and/or defective and a copy of my return receipt. (REQUIRED)
- Although I did engage in the above transaction, I have contacted the merchant, returned the merchandise on ____/____/____ (MM/DD/YY) and requested a credit. I either did not receive this credit or it was unsatisfactory. Attach a letter explaining why you are disputing this charge with a copy of proof of return. Also, if you are unable to return the merchandise, explain.
- The services that were to be provided on ____/____/____ (MM/DD/YY) were not received or were unsatisfactory. I contacted the merchant by phone or e-mail on ____/____/____ (MM/DD/YY) for credit. Attach a letter describing the services you expected, the merchant's response to your attempts to resolve the dispute and enclose a copy of your sales contract/agreement.
- I certify that the charge in question was a single transaction, but was billed _____ times for the same charge by this merchant. I did not authorize _____ transactions. Enclosed is a copy of my sales slip.

| | |
|---------------|--------------------|
| Sale Number 1 | Reference Number 1 |
| | |
| Sale Number 2 | Reference Number 2 |
| | |

- I received the merchandise or services; however, the merchant was paid by another method, (cash, check(s), or another credit card) (PROOF OF PAYMENT REQUIRED)
- I notified the merchant on ____/____/____ (MM/DD/YY) to cancel the pre-authorized order. I am requesting a credit. Send copy of cancellation letter or note person spoke with at time of cancellation. Give cancellation number _____ and reason for cancellation _____
- I notified the merchant and cancelled the hotel, motel or lodging reservation(s) on ____/____/____ (MM/DD/YY). The cancellation number or code is _____
- Cash received by ATM was less than requested. Amount requested \$ _____ . Amount received \$ _____ . Provide copy of ATM receipt.
- I certify that I do not recognize the transaction. Merchants often provide telephone numbers next to their name on your billing statement. Attempt to contact the merchant for information.
- I certify that the charge listed above was not made by me or a person authorized by me to use my card, nor were the goods or services represented by the transaction received by me or a person authorized by me.
- My credit card was
 - Stolen Lost Never Received
 - Never Out of My Possession, But Still Misused on or about ____/____/____
- If your dispute is for a different reason, contact us at the above telephone number. For prompt service, have the account number available for the charge in question.
- If needed, add another sheet for additional comments and/or disputed charges.
- I am no longer disputing this previously disputed transaction.