CIBC FirstCaribbean
International Bank

CARDHOLDER DISPUTE FORM – VISA CREDIT/DEBIT CARD

CARDHOLDER'S NAME:		
CARD NUMBER:		Card Type: ☐ **Credit** ☐ **Debit**
MERCHANT NAME:		
TRANSACTION DATE:	AMOUNT $:	

CARDHOLDER'S CONTACT INFORMATION			
TELEPHONE NUMBERS:	(Home)	(Work)	(Cell)
E-MAIL ADDRESS:			

PLEASE TICK THE MOST APPROPRIATE BOX

IN THE EVENT THAT NONE OF THESE CHOICES APPLY, PLEASE PROVIDE A DETAILED LETTER STATING THE NATURE OF YOUR DISPUTE

☐ I neither authorized nor participate in the above transaction(s) and I confirm my card has been in my possession at all times. I understand that in order to process a dispute for this reason, my card will be cancelled and reassigned.

☐ I have previously cancelled my continuous authority with the retailer, but my account is still being charged. I enclose a copy of my letter to the retailer, and confirm that the authority was cancelled on (date)

☐ I have been charged ☐ twice ☐ three times for the same item.

☐ I did authorise the abovementioned sale but have not received the merchandise or service. (Please explain in writing the results of your contract with the merchant).

☐ I authorised the abovementioned sale but returned the merchandise and have not been credited by the merchant. (Please state date merchandise was returned and enclose any related documents).

☐ The enclosed credit voucher has not been credited to my account.

☐ I used another method of paying for this transaction, not my credit card, and I enclose my proof of payment.

☐ The amount of the transaction has been altered from US$/Local$ _____ to

US$/Local$ _____ and I enclose my copy of voucher as proof.

☐ I participated in an ABM transaction but I did not receive any cash. (Please provide the name of the bank and location).

_____

Hotels

☐ I cancelled my reservation on (date) _____ and the cancellation code given to me by

the hotel was _____

Signature: _____   Date: _____

IT IS IMPORTANT THAT YOU ENCLOSE COPIES OF ANY DOCUMENTS YOU MAY HAVE WHICH RELATE TO THIS DISPUTE (E.G. RECEIPTS, LETTERS ETC.)