

Dispute Form (Statement of Questioned Item)

Return Address: Account No: _____

Merchant Name: Amount: \$

Transaction Date: Reference No:

Name: _____

To assist our investigation, please indicate below the reason for your dispute. If you have any questions, call BankOne at (800)316-6056 Ext. 7340.

Please Check All That Apply:

_____ I did not make nor authorize the above transaction. (Please indicate the whereabouts of your Purchasing Card.)

_____ There is a difference in the amount I authorized and the amount I was billed. (A copy of your charge must be enclosed.)

_____ I only transacted one charge and I was previously billed for this sales draft. Date of previous charge _____.

_____ The above transaction is mine but I am disputing the transaction. (Please state your reasons in detail, or attach additional explanation.)

_____ Please send me a copy of the sales draft. (Your account will be charged \$5.00 for each copy supplied.)

_____ I have received a credit voucher for the above transaction, but it has not yet appeared on my account. (A copy of the credit voucher must be enclosed.)

_____ My account has been charged for the above transaction, but I have not received this merchandise. The details of my attempt to resolve the dispute with the merchant and the merchant's response are indicated below or attached.

_____ My account has been charged for the above transaction, but the merchandise has since been returned. (Please enclose a copy of your postal receipt.)

Signature: _____

Date: _____

Instructions:

1. Send completed form to:

BankOne
P.O. Box 2015
Elgin, IL 60121
FAX: (847) 931-8861

2. Send copy of completed form to:

Purchasing Card Administration
Encina Hall
616 Serra St.
Mail Code 6048
FAX: (650) 723-7936