

Signature-Based Debit Card Transaction Dispute



Complete and return this form to dispute a signature-based Citibank® Debit MasterCard® transaction.
 If you do not have a case number, first contact Customer Service at (800) 647-5344, option 1.
 For any other types of inquires or disputes, contact CitiPhone at (888) 248-4226.

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| Case Number (required) |
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| Name | Citibank® Debit MasterCard® Number (16 digits) | Account Number (If card number is not known) |
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Please list all disputed transactions. If necessary, attach a separate sheet or statement to this form with the disputed transactions circled.

| Date of Transaction | Merchant Name | Transaction Amount |
|---------------------|---------------|--------------------|
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |
| | | \$ |

I have examined the transaction(s) and am disputing the transaction(s) for the following reason(s). Select all that apply. If multiple transactions are being disputed for separate reasons, please identify which transaction applies to each reason.

- Unauthorized** - Neither I nor any person authorized by me to use my card entered into the transaction (s) listed above. In addition, neither I nor anyone authorized by me to use my card received any goods or services represented by this transaction.
- Unrecognized** - Neither I nor any person authorized by me to use my card recognizes the transaction(s). I need additional information to determine if the transaction is or the transactions are valid.
- Merchandise not received** - I have not received the merchandise the merchant should have shipped to me. Expected date of delivery was _____ (mm-dd-yyyy). I contacted the merchant on _____ (mm-dd-yyyy), and the merchant's response was: _____ (In order to assist you, the merchant must be contacted.)
- Returned or Canceled** - I have (select one) returned the merchandise cancelled the merchandise on _____ (mm-dd-yyyy) because: _____ (Please provide a copy of the return receipt, postal receipt or proof of the credit the merchant intended to refund to your account)
- Credit Charged as Debit** - The amount on the attached credit slip was listed as a debit transaction on my statement. I am requesting a credit for the original transaction, as well as a credit for the second debit transaction that should have posted to my account as a credit.
- Missing Credit** - I was issued a credit in the amount of \$ _____ on _____ (mm-dd-yyyy) and the credit was not reflected on my periodic statement. A copy of my credit slip is enclosed.
- Damaged** - Merchandise that was shipped to me arrived damaged and/or defective on _____ (mm-dd-yyyy). I returned it on _____ (mm-dd-yyyy). I have contacted the merchant and the merchant's response was: _____ (Please provide postal receipt verifying the returned merchandise and/or provide the credit slip you received from the merchant.)
- Incorrect Amount** - My account was debited in the amount of \$ _____; however, the transaction amount was \$ _____. Enclosed is a copy of the sales receipt and/or other documents which indicate the correct amount that should have been posted to my account.
- Paid by other means** - My account was debited in the amount of \$ _____; however, I paid by check, cash, credit card, other debit card (circle one). Enclosed is a copy of the sales receipt and/or statement showing the method of payment.
- Cancel Recurring Charge** - I originally cancelled with this merchant on ___/___/____. The merchant billed my account after the cancellation date; therefore, I requested credit from the merchant on ___/___/____. The merchant's response to your request was _____
- Other** - Attach a letter describing the dispute.

Signature: _____ Date: _____

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| Fax or mail completed and signed form to: Citibank, N.A. Attn: Debit Card BDU P.O. Box 6216 Sioux Falls, SD 57117 Fax: (605) 330-6750 |
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