



MetaPayment Dispute Form

Revised 01-08-2008

Attn: Dispute Department
P.O. Box 71402
Salt Lake City, Utah 84171
Phone: (Card Program CS phone number)
Fax: 801-298-6404

First/Last Name (as it appears on the card):
Card Name: Card Number:
Is the card in your possession: Yes: No:
Phone Number: Email Address:

Please list the charge you want to dispute (One dispute per form)
Trans. Date: Amount: \$
Merchant Name and Phone Number:

You must try to resolve this issue with the merchant before filing a formal dispute. It must be a settled transaction in order to dispute, meaning that the disputed item(s) cannot be a pending authorization.

Did you contact the merchant about this dispute? Yes: No:
Name of person talked to: Date Contacted:
What did you do to try to resolve the issue?
What was the merchants response?
Was there merchandise involved? Yes: No:

Has the merchandise been returned? Yes: No:

If yes, provide proof of return.

If not merchandise, was service (For example airline tickets, reservation, free trial) cancelled? Yes: No:

Cancellation # Date of Cancellation
(Please provide any documents that show proof of the cancellation.)

On a separate piece of paper, describe in detail why you are disputing this charge. Attach any receipts and all communication documents that you had with the merchant (emails, faxes, letters, etc.)

Please refer to your Terms & Conditions before filing this dispute. If your dispute involves a car/truck/van rental, include the Final Rental Agreement. Stolen Card transactions require a police report. Lost/Stolen card PIN based transactions cannot be disputed. Before sending, make sure that you have included all relevant documentation. Disputes usually take 3-4 weeks but can take up to 90 days to process.

If you have any questions please call Customer Service by dialing the number on the back of your card or in the contacts portion of the website.

Signature required for dispute to be valid.

Cardholder Signature: Date:

Please fax your completed form to: 801-298-6404 attn: Dispute Department
All fields are required; omission of any field or information can cause a delay in processing the dispute and in turn could make the cardholder liable for the charge according to your terms and conditions.