

# STATEMENT OF QUESTIONED ITEM

CARDHOLDER NAME and RETURN ADDRESS: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

CARDHOLDER PHONE NUMBER: \_\_\_\_\_  
CARDHOLDER FAX NUMBER: \_\_\_\_\_  
MERCHANT NAME: \_\_\_\_\_  
AMOUNT: \_\_\_\_\_  
TRANSACTION DATE: \_\_\_\_\_  
TRANSACTION REFERENCE #: \_\_\_\_\_

To assist our investigation, please indicate below the reason for your dispute.  
If you have any questions, please call our Dispute Representatives at (847) 488-8885.

\_\_\_ 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 why in detail.)  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_ 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 date of expected delivery was: \_\_\_\_\_.  
The details of my attempt to resolve the dispute with the merchant and the merchant's response are indicated below.  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_ My account has been charged for the above transaction, but the merchandise has since been returned. The details of my attempt to resolve the dispute with the merchant and the merchant's response are indicated below. (Please enclose a copy of postal receipt.)  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_ Other (Please explain): \_\_\_\_\_  
\_\_\_\_\_

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Send completed form to: Bank One  
Corporate Products-Disputes  
P.O. Box 2015-Department B3  
Elgin, IL 60121

Or Fax to: (847) 497-8298  
(847) 622-2495  
(847) 931-8861