Attachment D – Statement of Disputed Item

You may file this claim with a Chargeback specialist by calling 1-888-297-0768
Or
You may file a dispute electronically by sending an e-mail to:
B1_Disputes@JPMorganChase.com

☐ **I am being billed for a service I canceled**
- ➤ On what date did you contact the merchant to cancel the transaction: ____ / ____ / ____
- ➤ If you canceled over the phone, do you recall whom you spoke to? ____ If yes, their name: _____
  *** If a recurring transaction, only the transaction(s) after the cancellation date may be disputed*

☐ **I returned the merchandise and have not received credit**
- ➤ Reason for return: _____
- ➤ Date of return or credit voucher date ___/___/___
  *** Must provide proof of return or copy of credit receipt, if applicable*
- ➤ If you merchandise was accepted for return, did you receive an in-store credit slip? ____ .
  *** If in-store credit voucher was received, original must be sent via certified mail to JPMorganChase*
- ➤ Does the merchant display a policy for returns? _____ If so, please describe that policy: _____
  _____
- ➤ If the merchandise was shipped/mailed back to merchant, to what address was it sent to?
  _____
- ➤ Is there a postal/UPS receipt? ____ *** If yes, must provide copy as supporting documentation*

Please include additional comments that are pertinent to your dispute: _____
_____
_____
_____

*** Supporting documentation may be faxed to* **1(888) 297-0785 / (847) 931-8861** *or Mailed to*   **JPMorganChase**
                                                                        PO Box 2015
                                                                        Elgin, IL 60121-2015
                                                                       Attn: Dispute Department

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JPMorganChase USE ONLY   **Circle applicable reason code**   32   41   53   55   56   57   60   59   (RS1 RS2 RS3 RS4 RS5)

"I certify that the facts were obtained from my discussion with the cardholder and are accurate to the best of my knowledge"
_____   _____
Chargeback representative   Date

Recap of representatives attempt to resolve dispute with merchant directly: _____
_____
Check applicable regulation for appropriate timeframes and member message fields

Call Taken By/Ext. _____/_____ *Date:* _____

Supervisor _____

Best Time to call _____   Number we may reach customer back at _____