



VISA PURCHASING CARD DISPUTE FORM

ACCOUNT INFORMATION

_____ Name	_____ Account Number
_____ Company Name	_____ Business Phone

TRANSACTION INFORMATION

_____ Merchant Name	\$ _____ Amount of Dispute
_____ Date of Transaction	_____ Reference Number of Transaction from Statement

DISPUTE DETAILS

Please mark the appropriate dispute reason listed below and if indicated, provide the requested documentation.

- Need a copy of the transaction in order to submit payment.
- Need a copy of the transaction for our records only.
- Amount is to be billed to a different UMB card number. UMB card number: _____
- Incorrect Amount. *Must provide copy of receipt.* I was billed \$ _____ but should have been billed \$ _____
- Duplicate Posting. The original transaction posted to my statement _____ on _____ date. for \$ _____
- I returned the merchandise to the merchant _____ date. The reason for return is listed below. *Must provide proof of return.*
- I have a credit slip and the credit has not posted to my account. *Must provide copy of credit slip.*
- I did not participate in the transaction and I do not know what the transaction is for.
- I have not received the merchandise and it was to be delivered on _____ date.
Must give dates when the merchant was contacted to check on the status of the order & their response below.
- I cancelled a guaranteed late arrival hotel reservation on _____ date _____ time & cancellation # _____ at _____ is: _____
- Other. Details of the dispute have been provided below.

ADDITIONAL INFORMATION REGARDING THE DISPUTED CHARGE

SEND THIS FORM TO:
 UMB Bank Card Center
 ATTN: PURCHASING CARD
 DISPUTES
 P.O. BOX 419734
 KANSAS CITY, MO 64141
 FAX: 816-843-2485

 Cardholder's Signature & Today's Date