



Cardholder: \_\_\_\_\_  
First Name MI Last Name

Card Number: \_\_\_\_\_  Debit Card  Credit Card  
(Leave blank if unknown)

Transaction Date: \_\_\_\_\_ Transaction Amount: \_\_\_\_\_

**Reason for dispute:**

Neither I nor anyone authorized by me received goods or services represented by this transaction.  
(If you do not recognize the transaction, choose this option.)

**If you have attempted to contact the merchant to resolve the dispute, please summarize:**

Date and time of attempt: \_\_\_\_\_ Name of the person with whom you spoke: \_\_\_\_\_

Summary of merchant contact: \_\_\_\_\_

**Merchandise related dispute**

What was purchased? \_\_\_\_\_  
What was wrong?  
 Not received  
 Not as described  
 Defective  
 Wrong item  
 Damaged Describe: \_\_\_\_\_

**Service related dispute**

What was the service? \_\_\_\_\_  
Was the merchant unwilling or unable to provide the agreed-upon service?  
 Yes  No  
Was the service cancelled?  
 Yes  No  
If yes, what date? \_\_\_\_\_

Was the merchandise cancelled or returned?  
 Yes  No If yes, what date? \_\_\_\_\_

Method of delivery:  
 USPS  FedEx  UPS  DHL  
 Other: \_\_\_\_\_  
Tracking Number: \_\_\_\_\_

Method of cancellation:  
 Phone  Email  Fax  Letter

**Transaction amount changed**

Transaction amount listed as \$ \_\_\_\_\_  
Transaction amount should be \$ \_\_\_\_\_

If your dispute is the result of an unauthorized or fraudulent transaction, the affected card will be canceled and a new card will be ordered. The new card may take 10-14 business days to arrive. The card will have a new card number as well as a new PIN.

X \_\_\_\_\_  
Cardholder Signature Date

**VISA regulations limit the number of days you may wait to dispute an item. Please contact First Internet Bank of Indiana toll-free at (888) 873-3424 regarding the applicable time limit.**

Please return your completed form with related documentation to us through one of these convenient options:

Fax to 1-888-644-8678

Scan and upload it to us online using ShareSecure at firstib.com>Login (Note: if you don't already have access to ShareSecure, please contact a First IB Banking Specialist at 1-888-873-3424 to request an initiation to join.)

Mail to First Internet Bank, PO Box 6080, Indianapolis, IN 46038