



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, Fishers, IN 46038