

JOHNS HOPKINS UNIVERSITY

CITIBANK CORPORATE CARD
CARDHOLDER DISPUTE

I did not make or authorize this charge, nor did I authorize anyone to make this charge, nor did I receive goods and services from this merchant. My card is in my possession.

I have been billed twice for the same amount. One (1) charge in the amount of \$ dated is unauthorized.

I have contacted the merchant notifying them of the cancellation of the transaction. If hotel/motel cancellation, provide cancellation number date time merchant cancellation policy.

For other cancellations, provide date merchant response was merchant cancellation policy.

I am in possession of my card and I only authorized one charge in the amount of \$ from the merchant. The charge in the amount of \$ is unauthorized.

I have engaged in the transaction above, I contacted on (date) (merchant) response was.

I am disputing the charge for the following reason: (Please circle one)

* The goods, services or other items of value described on the slip were not received by me or by a person authorized by me.

* The goods, services or other items of value received by me or by a person authorized by me do not conform to the written characterization for the following reason.

The merchandise was returned to (merchant) on (date). Please attach proof of return.

* The shipped goods described on the slip were received broken or otherwise not suitable for the purpose for which it was sold for the following reason.

The merchandise was returned to (merchant) on (date). Please attach proof of return.

* OTHER - Please attach a detailed letter describing the dispute.

CARDHOLDER: If we contact you requesting additional information and you fail to respond within the specified time limits, we may be unable to assist you with your dispute. Thank You