



1440 Rosecrans Avenue, Manhattan Beach, CA 90266
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Cardholder Dispute Form

ONCE COMPLETED, PLEASE EMAIL ALL PAGES OF THIS FORM TO: RISK_EMAIL@COOP.ORG

Kinecta Credit Card #		Cardholder Name	
Cardholder Phone #		Disputed Amount \$	Post Date
Merchant Name			
Disputing More Than One Item? <input type="checkbox"/> Yes <input type="checkbox"/> No		If Yes, then this is number ____ of ____ (E.G. 1 of 3) Only One Transaction Per Form	
Email Address			
Signature Required _____			

BEFORE DISPUTING CHARGE, YOU MUST MAKE EVERY EFFORT TO RESOLVE THE DISPUTE WITH THE MERCHANT

Select Type of Dispute (Check ONLY one)

- Did not recognize - Please attempt to contact the merchant prior to disputing the charge.**
 - When did the Cardholder contact the Merchant (mm/dd/yy) ____ / ____ / ____
 - What was the outcome of the merchant contact? _____

- I was billed twice for a single purchase - Cardholder certifies one transaction is valid, but it posted more than once. All cards issued to me are in my possession.**
 - Valid Transaction \$ _____ Post Date _____
 - Invalid Transaction \$ _____ Post Date _____

- Membership Cancellation - Please enclose copy of letter, email, or fax informing the merchant of cancellation.**
 - When did the cardholder contact the merchant? _____
 - Reason for cancellation? _____
 - Date of cancellation Cancellation # _____
 - Were you advised of a cancellation policy? Yes No
 - If yes, what were you told? _____

- Merchandise was returned - You must attempt to return the merchandise prior to exercising the right. Please attach signed proof of return or credit slip.**
 - What was ordered? _____
 - What was received? _____
 - Reason for returning _____
 - Was merchandise suitable for the purpose intended? _____
 - Merchant's response _____

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- I did not receive the merchandise** - Please contact the merchant and notify us of the outcome.
 - When did the cardholder contact the merchant? _____
 - What was the outcome of the merchant contact? _____
 - What was the expected delivery date? ____ / ____ / ____ Pickup date? ____ / ____ / ____
 - What was the merchandise that was ordered? _____

- I was overcharged for the purchase** - Please include a copy of the signed sales receipt.

- My credit posted as a sale** - Please attach a copy of the credit slip and the original sales slip.

- The credit did not post to my account** - Please enclose a copy of the dated credit slip or notice of credit from the merchant and a detailed explanation of your dispute.

- I paid by other means** - You **must** provide proof of payment by other means such as a copy of the cancelled check (front and back), a cash receipt, or a billing statement from another credit card.
 - When did the cardholder contact the merchant? _____
 - What was the outcome of the merchant contact? _____

- I was charged for a hotel room, which I cancelled** - Cancellation number **is required**.
 - Were you advised of a cancellation policy? Yes No
 - If Yes, what was the policy? _____
 - Cancellation number _____ (REQUIRED) Cancel date ____ / ____ / ____
 - Copy of phone bill showing you contacted the merchant to cancel.

- Service Dispute** - Please describe the nature of your dispute and your attempt(s) at resolution on a **separate sheet of paper and attach to this form**. Include copies of second opinions from a certified merchant on their invoice or letterhead, repair bills, contracts or other supporting documentation.

- I did not authorize this charge** - I certify that I did not authorize or participate in this transaction with the abovementioned merchant, nor did I authorize anyone else to use my card. To use this option, you must report your card lost or stolen. If you have not, please call 877.881.6023 before sending in this form.
 - If this was for a hotel room, did you request a reservation? No Yes
If Yes, this is not an unauthorized charge. You must call the merchant and attempt to resolve the dispute. If you received a cancellation number for a reservation, please see the dispute reasons above.

- Other** - Please enclose a **DETAILED** description on a **SEPARATE SHEET** and **attach** it to this form.