



P.O. Box 2068  
Glen Burnie, MD 21060  
1-303-689-7800  
1-800-BELLCO1 (235-5261)  
www.bellco.org

## Check Card and Credit Card Dispute Form

**Return by fax to 855-775-2571**

**Fraud Disputes (i.e. lost/stolen cards, counterfeit cards, etc.) are completed on a fraud affidavit by the Risk Department**

Card #:

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

(Please use the card number on which the disputed charges appear)

Name: \_\_\_\_\_ Member #: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone #: \_\_\_\_\_ Work Phone #: \_\_\_\_\_

Transaction Date: \_\_\_\_\_ Transaction Amount: \$ \_\_\_\_\_ Dispute Amount: \$ \_\_\_\_\_

Merchant Name: \_\_\_\_\_

**If you have multiple items that you are disputing, please list them in the additional information section. Please check only one statement that pertains to the dispute claim being filed and provide the information requested.**

**Unrecognized Transaction** (I am not sure if I made this transaction)

- Please describe your attempt to resolve this dispute with the merchant in the additional space provided below.

**Incorrect Amount** (I was billed the wrong amount)

The amount you should have been billed \$ \_\_\_\_\_ (Please provide a receipt)

- Please describe your attempt to resolve this dispute with the merchant in the space for additional space provided below.

**Duplicate Charge** (I have been billed more than once for the same transaction)

- Please provide a copy of the statement and identify which charge is valid and which is a duplicate.

**Paid by Other Means** (I paid for this transaction via another payment method or credit card)

Paid By:  Check  Cash  Another Credit Card Other: \_\_\_\_\_

- Please describe your attempt to resolve this dispute with the merchant in the additional space provided below.
- Please provide a copy of your cash receipt, the front and back of your cancelled check or a copy of your statement if another credit card was used.

**Cancelled Transaction** (I was charged for something I previously cancelled)

Date of cancellation: \_\_\_\_\_ Were you advised of the merchant's cancellation policy? \_\_\_\_\_

If so, how were you advised? \_\_\_\_\_

What was your method of cancellation?  Phone  Mail  Email  In-Person

Cancellation number and/or name of person you spoke with: \_\_\_\_\_

- Please describe your attempt to resolve this dispute with the merchant and your reasons for cancellation in the additional space provided below.
- If you cancelled by phone, please provide a copy of the telephone bill reflecting the call if available. If you cancelled by email, please provide a copy of the email correspondence.

