



Customer Dispute Request Form

Forward by:
 Fax: 419-426-1320
 Email: custservice@suttonbank.com
 Mail: Sutton Bank
 P.O. Box 505
 Attica, OH 44807

Card Information

Card # _____

Cardholder Name: _____

Disputed Transaction(s) *(Attach Additional Form If Needed)*

Date: _____ Amount: \$ _____ Merchant Name: _____

Date: _____ Amount: \$ _____ Merchant Name: _____

Date: _____ Amount: \$ _____ Merchant Name: _____

Date: _____ Amount: \$ _____ Merchant Name: _____

Date: _____ Amount: \$ _____ Merchant Name: _____

Date: _____ Amount: \$ _____ Merchant Name: _____

I've attempted in good faith to resolve this dispute with the merchant. Yes No *(If Yes, include details below.)*

At the time of the transaction, the card was: Lost Stolen In my possession

Category

Check one category below that best describes your dispute for the transaction(s) listed above.

Unauthorized / Fraud I didn't authorize or engage in the transaction. The card is hot-carded.	Credit Slip Issued and Not Processed I was issued a credit receipt that didn't post to my account. <i>A copy of the credit receipt is enclosed with this form.</i>
Returned Merchandise I returned merchandise to the merchant on _____ (date). <i>A copy of the delivery carrier receipt is required.</i>	Cancelled Services / Merchandise / Reservation I cancelled the services/merchandise/reservation on _____ (date). However, the merchant continues to bill me. <i>The reservation cancellation number (required) is: _____</i>
Debit Card Account Billed Twice I was incorrectly charged \$ _____ on _____ (date). The correct transaction for \$ _____ posted on _____ (date). <i>Copy of receipt required.</i>	Paid by Other Means I paid for this transaction using cash, check or another bank card. <i>A copy of my cash receipt, cancelled check or other bank card statement is enclosed.</i>
Defective Merchandise/Not as Described The merchandise arrived broken, defective or otherwise unsuitable OR the product or service received was not as described by the merchant. <i>The merchant's advertisement and a letter explaining what I expected to receive are enclosed.</i> I returned the merchandise on _____ (date).	Merchandise or Service Not Received I didn't receive the merchandise or services I expected to receive on _____ (date). <i>A detailed description of the merchandise or services purchased:</i> _____ _____ _____ Expected deliver date: _____
Incorrect Amount I was billed \$ _____, but the correct amount is \$ _____. <i>Evidence of the correct amount is enclosed.</i>	ATM/Deposit/Withdrawals Date of Trans: _____ Amt. Requested: \$ _____ Amt. Received: \$ _____

Cardholder Signature

Cardholder Signature *(must be the name listed on the card)*

Date