



Billing Inquiry Form

If you believe an item on your statement is in error, complete and sign this form. We must hear from you no later than 60 days after we send you the first bill on which the error or problem occurred. **Please be as complete as possible when explaining your inquiry and remember to include relevant documents. Insufficient documentation may delay the resolution of your inquiry. Also, please be sure to make a good faith effort to resolve with the merchant prior to filing a dispute.**

Primary Cardholder Name (Please Print) _____

Daytime Phone (_____) _____

Card No. _____ - _____ - _____ - _____

Transaction Date _____

Posted Date _____

Amount in question \$ _____

Merchant Name _____

E-Town Cardholders:
Please completely fill out
this dispute form and email
it to Shannon Christman,
christmans@etown.edu.
She will sign and submit the
form to PNC.

Primary Cardholder Signature _____ **Date** _____

Check the ONE box below that best fits your situation and supply the requested items or information.

- ___ 1. A credit for \$ _____ was not applied to my card number. (Attach credit slip)
- ___ 2. The amount charged to my card number is incorrect. The correct amount is \$ _____.
(Attach copy of the sales slip that shows the correct amount.)
- ___ 3. I certify that the charge listed above was not made by me or any person authorized by me. Nor were the goods or services for this charge received by me or anyone authorized by me. The card (circle one) is / is not in my possession. (Attach detail letter outlining your attempts to resolve with merchant)
- ___ 4. Although I did participate in a transaction with the merchant, I was billed for additional transactions that I did not authorize. The valid charge was billed to my card number on _____ (date). (Attach copy of the authorized sales slip)
- ___ 5. I have not received the merchandise for this transaction. Expected date of delivery was _____ (date). I contacted the merchant on _____ (date) and the merchant response was _____. I have asked the merchant to credit my card number.
- ___ 6. I have (circle one) returned/cancelled merchandise/service on _____ (date) because _____. (Provide proof of return or cancellation number) _____.
- ___ 7. Merchandise that was shipped arrived damaged and/or defective on _____ (date). I returned it on _____ (date).
(Please provide merchant response)
- ___ 8. My card was used to secure this purchase, however, payment was made by (circle one) cash, check or other credit card. (Please provide a legible copy of front and back of cancelled check, cash receipt or other card statement showing transaction.)
- ___ 9. Other. A **detailed** letter of explanation is requested for any situation that does not fit one of the above categories This may include, but is not limited to, goods that are defective, returned, or damaged (please describe the extent of the damage). Include copies of any signed receipts, invoices, or hotel cancellation numbers.
- ___ 10. Please disregard the previous inquiry in the amount of \$ _____. The matter is now resolved

I have reviewed the above information for Bank action.

X _____

Date _____

Program Administrator, Shannon Christman

Daytime Phone (717) 361-1219