PURCHASING CARD CLAIMS STATEMENT OF DISPUTED ITEM

Instructions:

- Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant.
- If assistance from Bank of America is required, please complete this form.
- E-mail or FAX completed form with required enclosures within 60 days from the billing close date to:

Bank of America – Business Card Services Operations
P. O. Box 53101
Phoenix, AZ 85072-3101
FAX (888) 678-6046

Company Name: _____________________________________________
Account Number: ___________________________________________
Cardholder Name: __________________________________________

This Charge appeared on my statement, billing close date: ____________________________
Transaction Date: ____________________________
Reference Number: ____________________________
Merchant Name/Location: _______________________________________
Posted Amount: $__________
Original Sales Slip Requested: Yes No
Disputed Amount: $__________

(Cardholder Signature) (Authorized Participant Signature) (Date) (Phone Number)

Please Check Only One (After choosing one of the following options, feel free to provide additional details regarding the transaction on a separate piece of paper)

1. ______ Unauthorized Transaction: I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services presented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.

2. ______ Charge Amount Does Not Agree With Order Authorizing the Charge: The amount entered on the sales slip was increased from $__________ to $__________. I have encosed a copy of the unaltered sales slip.

3. ______ Merchandise or Services Not Received: I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was ________. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)

4. ______ Defective or Wrong Merchandise: I returned the merchandise on ________ because it was (check one):
- defective; wrong size; wrong color; wrong quantity.

(Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)

5. ______ Recurring Charges After Cancellation: On ______ date, I notified the merchant to cancel the monthly/yearly agreement. Since then Bank of America account has been charged ______ time(s). (Please enclose a copy of the merchant’s confirmation of your cancellation request.)

6. ______ Recurring Charges Already Paid by Other Means: I already paid for the goods and/or services represented by the above charge by means other than my Bank of America Commercial Card. (Please provide a copy of the front and back of the cancelled check, money order, cashiers check, credit card statement, or other documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, and their response.)

7. ______ Credit Appears as a Charge: The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.

8. ______ Credit From Merchant Not Received: I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was sent to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)

9. ______ Hotel Reservation Cancellation: I made a reservation with the above hotel which I later cancelled on ________ (date at ________). I received a cancellation number which is ________. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.)

- I was not given a cancellation number.
- I was not told at the time that I made the reservation that my account would be charged for a "No Show".
- I was not informed of the cancellation policy.

10. ______ Double or Multiple Charges: My Bank of America Commercial Card Account has been double charged. The valid charge appeared on ________ (date). The duplicate charge(s) appeared on ________.

11. ______ Do Not Recall the Transaction: The statement has an inadequate description of the charge. Please supply supporting documentation.

12. ______ Other: Above Descriptions Do Not Apply: Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve issue with the merchant.