Scotiabank Commercial Card Dispute Form

If you have a transaction appearing on your statement that you are disputing you may complete this form and send to:

Scotiabank Commercial Card Service Centre,

P.O. Box 4100, Postal Station "A", Toronto, ON, M5W 1T1 or fax: (416) 701-7022

Please Print

Account No. |___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___| Amount $__________________

Posting Date ______/______/_______ Transaction Date: ______/______/_______
MM DD YY MM DD YY

Reference Number
|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|___|

Description

____

- ☐ 1. The amount of my sales draft was increased from $_________________ to $_________________; or my sales slip was added incorrectly. Enclosed is my copy of the sales draft which shows the correct amount.
- ☐ 2. I certify that the charge(s) listed above was/were not made by me or a person authorized by me to use my card, nor were the goods or services represented by the transaction received by me or a person authorized by me. (If you do not recognize the sale(s), please choose this option).
- ☐ 3. I have not received the merchandise which was to have been shipped to me. I contacted the merchant on ______________________ and requested that my account be credited.
- ☐ 4. The attached credit slip was listed as a sale on my statement.
- ☐ 5. I was issued a credit card slip which was not posted on my statement. A copy of my credit slip is enclosed.
- ☐ 6. I certify that the charge in question was a single transaction, but was posted twice on my statement. I did not authorize the second transaction. (Please note on which dates the sale in question posted to your account.)
- ☐ 7. I notified the merchant on _____________________ to cancel the pre-authorized order (reservation). Please note cancellation number, if applicable __________________.
- ☐ 8. Although I did engage in a transaction at the merchant, I was billed for __________________ transaction(s) totalling $____________________ that I did not engage in nor did anyone else authorized to use my card.
- ☐ 9. Merchandise which was shipped to me has arrived damaged and/or defective. I have returned it and requested that my account be credited.

Name (Please Print) ____

Company hgh____

Signature _______________________________ Date __________________________

Telephone No. Work (________)____

Fax (________)____

Scotiabank™

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