

**BANKCARD SERVICE CENTER/ DISPUTE FORM
FOR**

Pacific Continental Bank

FINANCIAL INSTITUTION NAME

ACCOUNT NUMBER: _____ Date: _____

CARDHOLDER(S)NAME: _____

Transaction Date: _____ Amount: _____

Merchant Name: _____

Unauthorized charge. *Neither I nor anyone with my permission made or authorized this charge.
An attempt to identify/resolve must be made if merchant phone number is listed on statement.*

Contact Date: _____ Merchant's response: _____

Duplicate Posting. *I have been charged more than once for the same transaction and authorized
only one purchase for this amount. My card was in my possession at all times.*

The correct transaction took place on _____ (date) in the amount of \$_____.

Credit Not Received. *The enclosed copy of my credit slip dated _____, for \$_____
has not been posted to my account.*

(Please note that we must allow the merchant 30 days to credit your account.)

Incorrect Dollar Amount. *Enclosed is a copy of my sales slip for \$_____, which was incorrectly
posted to my statement as \$_____.*

Hotel Reservation. *This sale represents a hotel reservation, which I canceled.*

My cancellation number is _____, and the date of cancellation was _____.

Date Hotel contacted: _____ Hotel's response: _____

Paid By Other Means. *I have already paid for the transaction shown above by:*

check* money order* cash receipt other credit card# _____

(*Please enclose copy of front and back for check or money order)

Cardholder Dispute. *I did engage in the above transaction.*

However, I am disputing the entire charge or a portion for \$_____. I contacted the merchant on: _____
for an adjustment, which I have not received. (You must make a good faith attempt to resolve the matter with the
merchant before we can assist you). I am disputing this charge because (use reverse side of form if needed):

Other. Please explain on reverse side of this form.

CARDHOLDER SIGNATURE: _____ Phone: _____

**PLEASE MAIL TO: DISPUTE DEPT. 1550 North Brown Road #150, Lawrenceville, GA 30043
FAX: 770-638-5520**