

Disputed Transaction Form
FIRST TENNESSEE BANK CREDIT CARD SERVICE CENTER

P. O. Box 1545, Memphis, TN 38101-9986

Fax No. (901) 257-6018

Attn: Customer Service

Cardholder Name: _____
The University of Tennessee

Date: _____
Credit Card #: _____

Mailing Address:

Dear Credit Card Service Center:

The highlighted item(s) on the attached statement do not appear to be a proper charge. I have checked the appropriate space below that applies to my dispute. Please mail all correspondence relating to this dispute to the address noted above. I realize that in order to protect my rights under the Fair Credit Billing Act, you must hear from me in writing no later than 60 days after the date of the first bill on which the error or problem appeared. Phone calls do not preserve my rights.

- I did not receive the services from the charge at _____ for \$ _____.
- I did not receive the services from the charge at _____ for \$ _____.
I paid for the service by means of _____ (copy of receipt attached).
- The charge made at _____ for \$ _____ was incorrectly added.
The total of the charge should be \$ _____. Enclosed is my copy of the charge.
- I canceled the recurring transaction for _____ on _____.
The charge each billing was for \$ _____.
- The credit voucher issued on _____, from _____,
posted to my account as a charge. Enclosed is a copy of my credit voucher.
- I was incorrectly charged \$ _____ from a charge at _____, but my customer
copy shows \$ _____ (customer copy attached).
- The merchandise I ordered and received from _____ for
\$ _____ on _____ was defective because _____.
- I participated in one charge at _____ for \$ _____ on _____
but did not make or authorize the second charge for \$ _____,
My card has been in my possession at all times. Attached is a copy of my charge.
- I made only one charge at _____ for \$ _____, but was charged twice.
- I made a charge at _____ for \$ _____. I returned merchandise for
\$ _____ but my credit was never posted to my account. Attached is a copy of my credit.
- The merchandise I ordered from _____ for \$ _____ has never been received, and delivery
was expected on _____.
- I did make a charge at _____ for \$ _____. I did contact the merchant without
mutual satisfaction; therefore, I still dispute the charge for the following reasons:

- I need a photocopy of the charge at _____ for \$ _____.

Cardholder's Signature