citigroup

CITIBANK® GOVERNMENT CARDHOLDER DISPUTE FORM

INQUIRER'S NAME: (1) _____ **DATE:** (2) _____

CARDHOLDER'S NAME: (3) _____

ACCOUNT NUMBER: (4) ____ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___ - ___

CARDHOLDER: PLEASE PROVIDE A COPY OF ANY INFORMATION/FORMS REQUESTED BELOW ALONG WITH THE STATEMENT THE DISPUTED CHARGE APPEARS ON.
PLEASE **FAX TO 605-357-2019** or **MAIL TO** Citibank® Government Services, P.O. Box 6125, Sioux Falls, SD 57117-6125.
This form must be filled out completely and forwarded to Citibank and the appropriate Agency officials (as determined by your internal procedures) within 60 calendar days of receipt of your invoice.

TRANSACTION DATE: (5) _____ **DOLLAR AMOUNT OF CHARGE:** $ (6) _____ **MERCHANT:** (7) _____

CARDHOLDER SIGNATURE: (8) _____

Please read carefully each of the following descriptions and check the one most appropriate to your particular dispute. Card program regulations require that you provide additional statements to document specific items, where indicated below. If you have any questions, please contact us at 1-800-790-7206 (overseas call collect at 904-954-7850). We will be more than happy to advise you in this matter.

(9)

- **UNAUTHORIZED TRANSACTION**
  [ ] I have not authorized this charge to my account.
- **MULTIPLE PROCESSING - THE DATE OF THE FIRST TRANSACTION WAS** _____.
  [ ] The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for this amount. My card was in my possession at all times.
- **MERCHANDISE NOT RECEIVED IN THE AMOUNT OF $**_____.
  Please enclose a separate statement detailing the merchant contact, and the expected date to receive merchandise.
  [ ] My account has been charged for the above transaction, but I have not received the merchandise. I have contacted the merchant, but the matter was not resolved.
- **CANCELED TRANSACTION**
  [ ] My account has been charged for the above listed transaction. I have contacted this merchant on _____ (date) and canceled the order. I will refuse delivery should the merchandise still be received.
- **MERCHANDISE RETURNED IN THE AMOUNT OF $**_____.
  Please enclose a separate statement detailing the merchant contact, date of the contact and the merchant response.
  [ ] My account has been charged for the above listed transaction, but the merchandise has since been returned.
  A copy of the postal or UPS receipt is enclosed.
- **CREDIT NOT RECEIVED**
  [ ] I have received a credit voucher for the above listed charge, but it has not yet appeared on my account.
  A copy of the credit voucher is enclosed.
- **DIFFERENCE IN AMOUNT**
  [ ] The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The difference of amount is $_____.
- **COPY REQUEST**
  [ ] I recognize this charge, but need a copy of the sales draft for my records.
- **SERVICES NOT RECEIVED**
  Please enclose a separate statement with the date of the merchant contact and response.
  [ ] I have been billed for this transaction; however, the merchant was unable to provide the services.
- **PAID FOR BY ANOTHER MEANS**
  Please enclose a separate statement with the date of the merchant contact and response.
  [ ] My card number was used to secure this purchase; however, the final payment was made by check, cash, or another credit card. Enclosed is my receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means.
- **NOT AS DESCRIBED**
  [ ] The item(s) specified do not conform to what was agreed upon with the merchant. (The Cardholder must specify what goods, services, or things of value were received. The Cardholder must have attempted to return the merchandise and state so in his/her complaint.)

- **IF NONE OF THE ABOVE REASONS APPLY:**
  Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper and sign and date your description statement.

Numbers in parentheses correspond to numbers on guide sheet on next page.

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