

## CARDHOLDER DISPUTE

Card Services

A cardholder has 45 days from the date of the transaction to dispute the charge.

**Please note:** Your card account will be billed \$20 for each disputed charge if it is determined that the disputed charge is a valid one.

Name:

Address:  Postal code:

Telephone: (Home)  (Work)  (Mobile)

E-mail:

I have examined the charges made to my Mastercard/Visa Account No.:

Card: ☐ Lost ☐ Stolen ☐ In cardholder's possession

Date reported (DD/MMM/YYYY):

Date of Transaction (DD/MMM/YYYY)	Amount	Merchant Name
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>

☐ I am requesting a copy of the sales draft. I understand that I will be charged for each Sales Draft requested.

☐ I have **never engaged** in business or provided this merchant with my card information and have received no goods or services as a result of this fraudulent charge. This was unauthorised.

*Please note: Due to card associations' regulations your card will be closed and a new card number reissued.*

☐ Although I did engage in the transaction(s) I have been billed the wrong amount. Enclosed is a copy of my sales draft (required) showing that I agreed to pay \$  , however my card was billed \$  .

☐ I have been billed more than once for the same transaction. I authorised only one charge with this merchant for the amount of \$  on the date of (DD/MMM/YYYY)  . I did not authorise the additional charge from this same merchant in the amount of \$  which was posted on the date of (DD/MMM/YYYY)  . My card was in my possession at all times.

Clients and other individuals have certain rights with respect to the data held by Butterfield. The details of the individual rights, as well as how we handle the data provided to us, can be found in our Privacy Statement which can be obtained from [www.butterfieldgroup.com](http://www.butterfieldgroup.com) or by contacting [LICayman@butterfieldgroup.com](mailto:LICayman@butterfieldgroup.com). Butterfield Bank (Cayman) Limited is licensed to conduct banking and investment business by the Cayman Islands Monetary Authority. Address: 12 Albert Panton Street, George Town, Grand Cayman, Cayman Islands.

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**I have not received a credit for returned merchandise.** Merchandise was returned on (DD/MMM/YYYY) [REDACTED] via (DHL, FedEx, UPS, etc) and my tracking number is [REDACTED].  
Return was due to: [REDACTED]

**My account has been charged for the transaction listed above, but I have not received the service or merchandise.** I expected to receive [REDACTED] from the merchant on (DD/MMM/YYYY) [REDACTED].

**My card number was used to secure this purchase; however, the final payment was made by another means.** Enclosed is my cash receipt, cancelled cheque (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means (*required*).

**The item purchased is not as described or is defective.** I purchased: [REDACTED] and the item is not as described or defective due to: [REDACTED].  
Enclosed are invoices, receipts, rental contracts, etc. that support my claim.

**I notified the merchant to cancel this service** on (DD/MMM/YYYY) [REDACTED]. I originally expected to receive the service by (DD/MMM/YYYY) [REDACTED] but I cancelled via [REDACTED] (phone, e-mail, website, etc.) because [REDACTED]. The merchant's response upon my cancellation was [REDACTED].  
If applicable; I received a cancellation number of [REDACTED].

None of the above (write details below).

[REDACTED]

[REDACTED]

Signature

[REDACTED]

Name (print)

[REDACTED]

Date (DD/MMM/YYYY)

**Please return completed form to: BankCardFraud@butterfieldgroup.com**