COMMERCIAL CARD CLAIMS
STATEMENT OF DISPUTED ITEM

Instructions: Your company should first make good-faith efforts to settle a claim for purchases directly with the merchant. If assistance from Bank of America account is required, please complete this form, and fax or mail with required enclosures within 60 days from the billing close date to:

Bank of America – Commercial Card Services Operations
P. O. Box 53101
Phoenix, AZ 85072-3101
Phone (800) 673-1044, FAX (888) 678-6046

Company Name: ____________________________
Account Number: ____________________________
Cardholder Name: ____________________________

This Charge appeared on my statement, billing close date: ____________________________
Transaction Date: ____________________________
Reference Number: ____________________________
Merchant Name/Location: ____________________________
Posted Amount: ____________________________ Disputed Amount: ____________________________

1. ______ Unauthorized Transaction: I did not authorize, nor did I authorize anyone else to engage in this transaction. No goods or services represented by the above charge were received by me or anyone I authorized. My Bank of America card was in my possession at the time of the transaction.

2. ______ Charge Amount Does Not Agree With Order Authorizing the Charge: The amount entered on the sales slip was increased from $_______ to $_______, I have enclosed a copy of the altered sales slip.

3. ______ Merchandise or Services Not Received: I have not received the merchandise or services represented by the above transaction. The expected date of delivery of services was _______. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response.)

4. ______ Defective or Wrong Merchandise: I returned the merchandise on ______ because it was (check one): ■ defective; ■ wrong size; ■ wrong color; ■ wrong quantity. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them, their response and proof of the return of merchandise. Please provide a detailed description of the wrong or defective nature of the merchandise.)

5. ______ Recurring Charges After Cancellation: On _________ (date), I notified the merchant to cancel the monthly/yearly agreement. Since then my Bank of America card account has been charged _______ time(s). (Please enclose a copy of the merchant’s confirmation of your cancellation request.)

6. ______ Recurring Charges Already Paid by Other Means: I already paid for the goods and/or services represented by the above charge by means other than my Bank of America card account. (Please provide a copy of the front and back of the cancelled check, money order, cash receipt, credit card statement, or other documentation as proof of purchase/payment. Describe your efforts to resolve this matter directly with the merchant, the date(s) you contacted them, their response and proof of payment.)

7. ______ Credit Appears as a Charge: The enclosed Credit Voucher appeared as a charge on my Bank of America Commercial Card account.

8. ______ Credit From Merchant Not Received: I did not receive credit for the enclosed Credit Voucher within 30 calendar days from the date it was issued to me by the merchant shown above. (Please describe your efforts to resolve this matter with the merchant, the date(s) you contacted them and their response. Provide a detailed statement explaining your reason(s) for disputing this charge.)

9. ______ Hotel Reservation Cancelled: I made a reservation with the above hotel which I later cancelled on ________ (date) at ________ (time). I received a cancellation number which is ________. (Please describe how the reservation was cancelled, proof of cancellation and attempts to resolve this issue with the merchant.

10. ______ Double or Multiple Charges: My Bank of America Commercial Card account has been double charged. The valid charge appeared on ________ (date). The duplicate charge(s) appeared on ________.

11. ______ Do Not Recall The Transaction: The statement has an inadequate description of the charge. Please supply supporting documentation.

12. ______ Other; Above Descriptions Do Not Apply: Please attach a detailed letter explaining the reason for your dispute and your attempts to resolve this issue with the merchant.

(Cardholder Signature) ____________________________ (Authorized Participant Signature) ____________________________ (Date) ________ (Phone Number) ________