

BILLING INQUIRY FORM

If you believe an item on your statement is in error, complete and sign this form. We must hear from you no later than 60 days after we send you the first bill on which the error or problem occurred. Please be as complete as possible when explaining your inquiry and remember to include relevant documents. Insufficient documentation may delay the resolution of your inquiry. Also, please be sure to make a good faith effort to resolve with the merchant prior to filing a dispute.

Primary Cardholder Name (Please Print) _____

Daytime Phone () _____

Card No. _____ - _____ - _____ - _____

Transaction Date _____

Post Date _____

Amount in question \$ _____

Merchant Name _____

Please send completed form to:

PNC Bank
P.O. Box 535239
Pittsburgh, PA 15253-5239
or
Fax: 412-762-9157

Primary Cardholder Signature _____ Date _____

Check the ONE box below that best fits your situation and supply the requested items or information.

- ___ 1. A credit for \$ _____ was not applied to my card number. (Attach credit slip)
- ___ 2. The amount charged to my card number is incorrect. The correct amount is \$ _____ (Attach copy of the sales slip that shows the correct amount).
- ___ 3. I certify that the charge listed above was not made by me, nor by any person authorized by me. Nor were the goods or services for this charge received by me or anyone authorized by me. The Card (circle one) is/is not in my possession. (Attach detailed letter outlining your attempts to resolve with merchant)
- ___ 4. Although I did participate in a transaction with the merchant, I was billed for additional transactions, which I did not authorize. The card charge was billed to my card number on _____ (date). (Attach copy of the authorized sales slip)
- ___ 5. I have not received the merchandise that was to have been shipped to me. Expected date of delivery was _____ (date). I contacted the merchant on _____ (date) and the merchant's response was _____.
- ___ 6. I have (circle one) returned/cancelled merchandise on _____ (date) because _____. Please provide proof of return/cancellation. If this is a hotel reservation, please provide cancellation number.
- ___ 7. Merchandise that was shipped, arrived damaged and/or defective on _____ (date). I returned it on _____ (date). Please provide merchant response.
- ___ 8. My card was used to secure this purchase, however, payment was made by cash, check, or other credit card. Please provide a legible copy of front and back of cancelled check, cash receipt, or card statement showing the transaction.

EXAMPLE

I have reviewed the above information for Bank action.

X _____
Program Administrator

Date

Daytime Phone () _____

S1940-4940-0806