

Citi Prepaid Dispute Form

**** If charge was NOT AUTHORIZED you must complete a Declaration of Fraud and REISSUE your account. This dispute form will NOT be processed for fraud charges.**

***REQUIRED FIELDS**

*** Customer Statement of Disputed Charge (please print)**

Cardholder Name _____

Street Address _____

City, State, Zip _____

Phone Number _____

Citi Prepaid Card Number _____

Disputes cannot be processed for charges **over 120 days**.

*Date	Merchant	Amount

*** Reason for Dispute (check one)**

1. Credit Not Processed (Expected Credit Date: _____)
2. Duplicate Charge
3. Merchandise Not As Described (or) Merchandise Defective
4. Merchandise Not Received (Expected Receipt Date: _____)
5. Services Not Rendered (Expected Receipt Date: _____)
6. ATM Machine Did Not Dispense Funds (Amount Not Received: _____)
7. Cancelled Recurring Transaction (Date Cancelled: _____)
8. Citi Prepaid Card Declined (transaction cancelled or paid with other means)

****If you paid with cash or another credit card, you MUST ATTACH RECEIPT of payment.
Dispute form CANNOT be processed without this receipt.****



* Briefly describe the reason that you are disputing the above transaction.

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Merchant MUST be contacted prior to completing Dispute Form.

* Briefly describe merchant's response to your dispute:

I have made attempts to contact the merchant to resolve this issue. I understand that Citi Prepaid reserves the right to issue a temporary credit to my account while this charge is in dispute. If Citi Prepaid cannot successfully resolve this dispute on my behalf, I understand that I will be responsible for this charge. I agree to supply all information that I have pertaining to this disputed charge.

Printed Name

Signature

Date

Most disputes are completed within 30 days. However, it may take between 45 to 90 days to finalize depending upon the nature of the dispute.

FAX the form to us at 1-855-566-7626 (or) **MAIL** it to us at the address below:

Citi Prepaid
PO Box 6135
Sioux Falls, SD 57117-6135

