

INSTRUCTIONS FOR DISPUTE OF CHARGES

There may be occasions where you find items on your memo statement that do not correlate with your retained receipts. You may not have made the transactions, the amount of the transaction may be incorrect, or you may have a quality or service issue.

Your first recourse is to contact the supplier to try to resolve the error. If the supplier agrees that an error has been made, they will credit your account. Highlight the transaction in question on your memo statement as a reminder that the item is still pending resolution. Look for the credit on your next memo statement.

If a supplier does not agree that an error has been made, disputes may be initiated by phone or online. To initiate the process by phone, cardholders simply call the issuing bank's toll-free number as soon as they become aware of the charge they wish to dispute. The cardholder is briefly interviewed to determine some basic dispute specifics.

To initiate the process online, the cardholder prepares the dispute forms provided within the issuing bank's system. Please remember to inform or send a copy of your form to your agency coordinator.

Any charge you wish to dispute must be identified, in writing, within 30 days of the statement date. Disputes will then be resolved by the issuing bank within 60 days from the time a dispute is filed.

You are responsible for all transactions identified on your statement. If an audit is conducted on your account, you must be able to produce receipts and/or proof that the transaction occurred. If an error is discovered, you are responsible to show that the error or dispute resolution process has been invoked.