Cardholder dispute: Goods and services not provided

**Cardholder name**

The cardholder is disputing the transaction(s) for the reason given below.

Give a full explanation for the dispute. For example, provide information to show the merchant did not provide the service, and explain why the service was not available. Any documentation relating to the correspondence with the merchant relating to this dispute should also be provided.

The cardholder confirm that the goods / service relating to the transaction(s) have not been received and the cardholder has tried to resolve the issue with the merchant before raising this dispute.

Continues on next page

Details of transaction(s)

Provide details that are applicable

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

For travel-related transactions

|  |  |
| --- | --- |
| First date  (departure/check-in date) |  |
| Second date  (return/check-out date) |  |
| Booking ref. no. |  |
| Passenger surname |  |
| Passenger name |  |
| Airport codes |  |
| Flight number |  |

(For multiple transactions, please use tables on subsequent pages.)

I declare that the above-given information is true and correct to our knowledge. I understand we are liable for any fees for the investigation and resolution of the dispute in accordance with the Modulr Terms and Conditions and Modulr Chargeback Policy. Modulr may contact me if it requires further information. I have also attached proof that the cardholder wishes to dispute the transaction(s) and confirms the above.

**Signature** **Date**

Additional transactions (if required)

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |

|  |  |
| --- | --- |
| Card ID |  |
| Settlement Activity ID |  |
| Transaction date |  |
| Merchant’s name |  |
| Transaction amount |  |
| Disputed amount |  |