



# Attachment J

## CitiDirect Procedures: Disputing Transactions



## CitiDirect Procedures:

### ❖ Disputing Transactions

- In all cases for disputing a transaction, the first course of action is for the cardholder to contact the merchant and attempt to resolve the dispute directly. If attempts to resolve the dispute with the merchant have been unsuccessful, or if attempts to contact the merchant are not possible (supplier is not recognized, contact information is not available, etc.), the cardholder should initiate the dispute process through the CitiDirect Card Management System.
- The CitiDirect Card Management System provides users with a method for initiating disputes on transactions when it is appropriate. The dispute form must be printed, signed and faxed to Citibank Dispute Processing Department.

**Citibank FAX Number (605) 357-2019**



## CitiDirect Procedures: ❖ Disputing Transactions

1. Log-in to CitiDirect.
2. Access the statement containing the transaction you want to dispute.
3. Click the radio button to the left of the transaction you wish to dispute.
4. Click Dispute.

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CitiDirect® Card Management System 01145-ALICIA M STEELE

**Inbox** - Current Status - Cardholder Memo Statement

Cardholder: JORGE A GONZALEZ Account Number: xxxxxxxxxxx004273  
 Product Type: PURCHASE - Centrally Billed Statement Period: 05/27/2006 - 06/28/2006  
 Default ASC: 0000000000000000005240000 Statement Status: Interim

Tax Total: \$ 0.00 Statement Total: \$ 11,535.78

post date	tran date	merchant	amount	status	note	type	rec ind	app ind
<input type="radio"/> 05/31/2006	05/30/2006	ENITEL VILLA FONTANA	\$ 380.72		<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input checked="" type="radio"/> 06/01/2006	05/30/2006	GREENLAND FURNITURE	\$ 5.00	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/01/2006	05/31/2006	DARTY BEZIERS	\$ 1,604.14	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/01/2006	05/31/2006	DARTY BEZIERS	\$ 2,655.85	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/02/2006	05/31/2006	DOUGLAS	\$ 600.40	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/02/2006	05/31/2006	OFIMUEBLES	\$ 2,668.41		<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/02/2006	05/31/2006	CASINOCAF DV	\$ 43.27	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/02/2006	05/31/2006	SARL BROUSTE	\$ 100.13	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/02/2006	05/31/2006	SARL BROUSTE	\$ 64.60	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/02/2006	05/31/2006	SARL BROUSTE	\$ 23.35	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/02/2006	05/31/2006	RELAIS NARBONNE	\$ 45.22	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/02/2006	05/31/2006	ENITEL (TESORERIA)	\$ 1,486.13		<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>
<input type="radio"/> 06/02/2006	05/31/2006	GEANT CG	\$ 1,858.56	Disputed	<a href="#">attach</a>		<input type="checkbox"/>	<input type="checkbox"/>

dispute reject submit Statement print Statement close

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## CitiDirect Procedures: ❖ Disputing Transactions

4. The dispute form appears with account and specific transaction information pre-populated.
5. Select the appropriate reason for the dispute. Fill in any additional information fields.
6. Click Submit Dispute.
7. Click Print.
8. The Cardholder must sign and fax a copy of the completed form to Citibank at (605) 357-2019.

**CITIBANK® GOVERNMENT CARDHOLDER DISPUTE FORM**

INQUIRER'S NAME: (1) \_\_\_\_\_ DATE: (2) \_\_\_\_\_  
 CARDHOLDER'S NAME: (3) \_\_\_\_\_  
 ACCOUNT NUMBER: (4) \_\_\_\_\_

**CARDHOLDER:** PLEASE PROVIDE A COPY OF ANY INFORMATION FORMS REQUESTED BELOW ALONG WITH THE STATEMENT THE DISPUTED CHARGE APPEARS ON.  
 PLEASE FAX TO 605-357-2019 OR MAIL TO Citibank® Government Services, P.O. Box 8125, Sioux Falls, SD 57117-8125.  
 This form must be filled out completely and forwarded to Citibank and the appropriate Agency officials (as determined by your internal procedures) within 60 calendar days of receipt of your invoice.

TRANSACTION DATE: (5) \_\_\_\_\_ DOLLAR AMOUNT OF CHARGE: \$ (6) \_\_\_\_\_ MERCHANT: (7) \_\_\_\_\_

**CARDHOLDER SIGNATURE:** (8) \_\_\_\_\_

Please read carefully each of the following descriptions and check the one most appropriate to your particular dispute. Card program regulations require that you provide additional statements to document specific items, where indicated below. If you have any questions, please contact us at 1-800-780-7326 (overseas call collect at 804-954-7850). We will be more than happy to advise you in this matter.

- **UNAUTHORIZED TRANSACTION** (9)  
 I have not authorized the charge to my account.
- **MULTIPLE PROCESSING - THE DATE OF THE FIRST TRANSACTION WAS** \_\_\_\_\_  
 The transaction listed above represents a multiple billing to my account. I only authorized one charge from this merchant for the amount. My card was in my possession at all times.
- **MERCHANDISE NOT RECEIVED IN THE AMOUNT OF \$** \_\_\_\_\_  
 Please enclose a separate statement detailing the merchant contact, and the expected date to receive merchandise.  
 My account has been charged for the above transaction, but I have not received the merchandise. I have contacted the merchant, but the matter was not resolved.
- **CANCELED TRANSACTION**  
 My account has been charged for the above listed transaction. I have contacted the merchant on \_\_\_\_\_ (date) and canceled the order. I will refuse delivery should the merchandise still be received.
- **MERCHANDISE RETURNED IN THE AMOUNT OF \$** \_\_\_\_\_  
 Please enclose a separate statement detailing the merchant contact, date of the contact and the merchant response.  
 My account has been charged for the above listed transaction, but the merchandise has since been returned.  
A copy of the postal or UPS receipt is attached.
- **CREDIT NOT RECEIVED**  
 I have received a credit voucher for the above listed charge, but it has not yet appeared on my account.  
A copy of the credit voucher is enclosed.
- **DIFFERENCE IN AMOUNT**  
 The amount of this charge has been altered since the time of purchase. Enclosed is a copy of my sales draft showing the amount for which I signed. The difference of amount is \$ \_\_\_\_\_.
- **COPY REQUEST**  
 I recognize this charge, but need a copy of the sales draft for my records.
- **SERVICES NOT RECEIVED**  
 Please enclose a separate statement with the date of the merchant contact and response.  
 I have been billed for this transaction, however, the merchant was unable to provide the services.
- **PAID FOR BY ANOTHER MEANS**  
 Please enclose a separate statement with the date of the merchant contact and response.  
 My card number was used to secure this purchase, however, the final payment was made by check, cash, or another credit card. Enclosed is the receipt, canceled check (front and back), copy of credit card statement, or applicable documentation demonstrating that payment was made by other means.
- **NOT AS DESCRIBED**  
 The item(s) specified do not conform to what was agreed upon with the merchant. (The Cardholder must specify what goods, services, or things of value were received. The Cardholder must have attempted to return the merchandise and state so in further complaint.)
- **IF NONE OF THE ABOVE REASONS APPLY:**  
 Provide a complete description of the problem, attempted resolution and outstanding issues. Use a separate sheet of paper and sign and date your description statement.

Numbers in parentheses correspond to numbers on guide sheet on next page.

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