

PURCHASING CARD
STATEMENT OF DISPUTED ITEM

Instructions: Your agency should first make good-faith efforts to settle a claim or dispute for purchasing directly with the merchant. If assistance from Bank of America is required, please complete this form, and mail or fax with required enclosures within 45 days from the billing close date to:

Bank of America - Commercial Card Services Operations
1825 E. Buckeye Road
Phoenix, AZ 85034
PH. (800) 305-7735 Fax (602) 597-2980

Agency Name: \_\_\_\_\_
Account Number: \_\_\_\_\_
Cardholder Name: \_\_\_\_\_

This charge appeared on my statement, billing close date \_\_\_\_\_
Transaction Date: \_\_\_\_\_
Reference Number: \_\_\_\_\_
Merchant Name/Location: \_\_\_\_\_
Posted Amount: \_\_\_\_\_ Disputed Amount: \_\_\_\_\_

Please check only ONE of the following:

- Unauthorized Transaction
Charge amount does not agree with order authorizing the charge.
Merchandise or Services Not Received
Disputed Transaction
Defective or Wrong Merchandise
Recurring Charges After Cancellation
Items Charged Already Paid by Other Means
Credit Appears as a Charge
Credit From Merchant Not Received
Hotel Reservation Canceled
Double or Multiple Charges

Cardholder Name (printed) Cardholder Signature Date Phone Number

You may be entitled to know what information UT Arlington (UTA) collects concerning you. You may review and have UTA correct this information according to procedures set forth in UT System BPM #32. The law is found in sections 552.021, 552.023 and 559.004 of the Texas Government Code.