



Dispute Confirmation Form

Thank you for contacting MBNA Canada Bank (MBNA) regarding your billing inquiry of your MasterCard account. You recently disputed the transaction(s) posted to your account below. To continue with the billing dispute process, MBNA requires that you complete and return this Dispute Confirmation Form.

Please note: The dispute process may be terminated and the disputed amount may be billed to your account if we do not receive your completed Dispute Confirmation Form.

Time-Saver Checklist:

- Please print form and complete all sections
- Refer to your monthly statement for transaction date, reference number, merchant name and dollar amount
- Ensure all disputed transactions are thoroughly detailed
- Mail or fax the completed form to:

Mail: MBNA Canada
P.O. Box 9614
Ottawa, Ontario K1G 6E6

Fax: Toll free 1.888.837.6262

If you have any questions, please call 1.866.845.0963, Monday through Friday 8 a.m. to 10 p.m., Saturday 8 a.m. to 8 p.m. and Sunday 10 a.m. to 7 p.m. Eastern Time.

Disputed Transactions

| Transaction Date | Reference Number | Merchant Name | Dollar Amount |
|------------------|------------------|---------------|---------------|
| | | | |

Authorization

Please choose the statement that best applies:

_____ I am no longer disputing the above transaction(s). Please terminate the dispute process and re-bill my account.

_____ The above transaction(s), merchant(s) and amount(s) were not authorized by me or anyone authorized to use my credit card. To my knowledge I have not benefited or received any goods or services represented by the above transaction(s) and neither has anyone authorized to use my credit card. The above transaction(s) occurred without valid authorization.

Signature of Customer: _____

Date: _____

Signature of Authorized User: _____

Date: _____