



P.O. Box 3900, Springfield MO 65808
 Comenity Direct Customer Care: 833-755-4354
 direct.comenity.com

Instructions for Completing a Dispute Form

Each disputed transaction must meet the following criteria in order to be processed:

1. The account holder must notify Comenity Direct and complete this form within **60 Calendar Days** of the statement date on the statement the disputed transaction first appeared.
2. One form may be used for multiple transactions.
3. All sections must be completed.

For questions about filling out this form, please contact Comenity Direct at:

(833) 755-4354, Monday – Friday, 8am – 5:00 CT

Please submit the Dispute Form by one of the following methods:

Secure Message	Login to your online banking and select “Messages” from your menu or Dashboard then select to “Start a Conversation” → select the ⊕ icon next to “Type your message...” → select “Files” → select the completed form → type and title your message: Dispute → select “Send”	
Fax	801-542- 9056	
Mail	Comenity Direct Attn: Comenity Direct Management P.O. Box 3900 Springfield MO 65808	For Overnight Delivery Comenity Direct Attn: Comenity Direct Operations 2131 E. Primrose Springfield, MO 65804

Dispute Form

1. I am first duly sworn and state I am: _____ Account _____
Name _____
Mailing Address _____
City, State, Zip Code _____
Phone Number Home _____ Work _____
Email Address _____

2. The disputed transaction(s) is/are a: (check all that apply)

- Check
- Wire
- ACH (Electronic Funds Transfer)
- Other (please describe) _____

3. Transaction Details:

<u>Date</u>	<u>Description</u>	<u>Amount</u>

(If more space is required, use a separate sheet)

4. Description of dispute _____

5. I understand this dispute may be subject to investigation by local, state, and/or federal law enforcement agencies. I may be required to comply with a court order or subpoena to give testimony.

6. I understand making a false sworn statement is subject to federal and/or state statutes and may be punishable by fines and/or by imprisonment.

Signature: _____ Date: _____

FOR COMENITY DIRECT OPERATIONS USE ONLY

Received By: _____ Received Date: _____