

# Commercial Card Dispute

Before submitting a dispute with Wells Fargo, you must contact the merchant and try to resolve the issue. Return this completed and signed dispute form to the WellsOne® Service Center by fax at 1-866-831-4452 or by email at [fraud.wellsfargoservicecenter@wellsfargo.com](mailto:fraud.wellsfargoservicecenter@wellsfargo.com).

- Include any supporting documentation, such as receipts and merchant correspondence.
- Submit a separate dispute form for **each** transaction you wish to dispute.
- **We must receive your dispute within 60 days of the transaction's posting date.**

Cardholder name	Account number (last 8 digits)	
Email address	Phone number	
Merchant name	Transaction date	Amount

## Dispute type

Check the statement that best describes your dispute (select only one option).

- ☐ **Duplicate transaction.** A single transaction was posted more than once.
- ☐ **Canceled transaction.** I canceled the transaction.
- ☐ **Incorrect amount.** A transaction for \$Click to enter text. posted to my account as \$Click to enter text.  
(Include your receipt showing the correct transaction amount.)
- ☐ **Merchandise or service not received.** I did not receive the merchandise or service requested.
- ☐ **Merchandise or service defective or not as described.** The merchandise or service received did not match the description or was defective/damaged.
- ☐ **Paid by other means.** I have already paid this transaction by:  
☐ Check   ☐ Cash   ☐ Other credit card   ☐ Money order  
(Include your receipt showing the other payment type.)
- ☐ **Credit not posted.** The merchant did not process a credit transaction.  
(Include your receipt showing the transaction.)
- ☐ **Returned merchandise.** I returned the merchandise to the merchant but have not received a credit.

**If you are claiming an unauthorized transaction, your account must be closed.**

**Call 1-800-932-0036 for immediate help in initiating a fraud claim.**

Cardholder signature (physical or electronic signature)	Date