Dispute Resolution Form—Fraud

By completing this form, the issuer certifies that the information provided within this form is the direct result of a verbal conversation or written correspondence with the cardholder.

Transaction Information:

Acquirer's Reference Data or Switch Serial Number: 55429503061715978305844

Merchant Name: PAINTTUDIGITDIGITAL

Transaction or Settlement Date: 2023-Mar-02, Thu (3061)

Disputed Amount: USD 127.00

When the cardholder is disputing multiple transactions for fraud, the issuer has the option of completing one form with the Transaction Information (shown above) for each disputed transaction in either the **Additional Information** section below or on a separate page(s).

Card Status Information:

Check all applicable boxes as required by the *Chargeback Guide* for this dispute.

The card number used to perform the transaction was closed and the issuer blocked that card number on its host before the chargeback was processed:	☒ Yes	☐ No
The transaction was reported to the Fraud and Loss Database before processing the chargeback:	☒ Yes	☐ No
The card number used to perform the transaction was listed on the Account Management Service Stand-In Account File with a "capture card" response for 180-calendar days or until card expiration (whichever is shorter):	☒ Yes	☐ No
The cardholder was not in possession nor in control of the card issued to the account at the time of the transaction. The card used was lost, stolen or never received issue (NRI):	☐ Yes	☒ No
The cardholder was in possession and control of the card issued to the account at the time of the transaction or the card used was a counterfeit card:	☒ Yes	☐ No
When charging back a CAT 2 transaction for No Cardholder Authorization (reason code 4837): Was the card lost, stolen, or NRI at the time of the transaction?	☐ Yes	☐ No

Dispute Resolution Form—Fraud

Complete the following section only when charging back a transaction for Chip Liability Shift—Lost/Stolen/Never Received Issue (NRI) Fraud (Reason Code 4871):

Card Issuer Region: Select One:

Cardholder Verification Method (CVM) Hierarchy List Certification

Number the priority sequence of CVM supported by the card from highest to lowest priority as 1, 2, 3, 4. Number 1 being the highest priority CVM on the card. If a CVM is not supported, leave that CVM option blank. See examples below:

Online PIN Preferring
Offline PIN
Signature
None (No CVM)

Examples: Card's CVM Priority or Hierarchy

Card's CVM priority or hierarchy is Online PIN, Offline PIN, Signature and then No CVM.
Then the CVM hierarchy would be:

 1 Online PIN Preferring
 2 Offline PIN
 3 Signature
 4 None (No CVM)

Card's CVM priority or hierarchy is Online PIN, Signature and then No CVM. The card does not support Offline PIN.
Then the CVM hierarchy would be:
 1 Online PIN Preferring
 __ Offline PIN
 2 Signature
 3 None (No CVM)

Card's CVM priority or hierarchy is Offline PIN, Signature and then No CVM. The card does not support Online PIN.
Then the CVM hierarchy would be:
 __ Online PIN Preferring
 1 Offline PIN
 2 Signature
 3 None (No CVM)

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Additional Information if needed

IMCB23009087 2023-Mar-02, Thu (3061)   PAINTTUDIGITDIGITAL 55429503061715978305844
        T36550 USD 127.00

IMCB23009088 2023-Mar-26, Sun (3085)   FEDICOM   82300093085000001976644

        T90768 CAD 5.00

IMCB23009089 2023-Apr-01, Sat (3091) TUNNELBEAR   82305093091000016849528

        T79153 USD 9.99

IMCB23009090 2023-Apr-01, Sat (3091) GRAMMARLY COFDFLQOB   55429503091745862174273
        T78691 USD 30.00

IMCB23009091 2023-Apr-01, Sat (3091) DENIS RAWLINS LIMITED   15122623093002985310014
        T70214 GBP 29.02

IMCB23009092 2023-Apr-02, Sun (3092)   GRAMMARLY CODSG   55429503092743977973217
        T71442 USD 144.00

"The issuer certifies that the issuer complies with Mastercard Bylaws, Rules, policies and operating regulations and procedures of Mastercard (the "Standards"), written agreements and privacy laws and regulations applying to the protection of personal data. The issuer agrees that the personal data collected may be used according to Mastercard Standards and Mastercard's Global Privacy Notice on http://www.mastercard.us/privacy/. I certify that the facts were obtained from my interaction with the cardholder or the company/government agency representative on behalf of the corporate/government card cardholder and that the facts are accurate to the best of my knowledge."

CS   2023-Apr-14
Customer Service/Chargeback Representative   Date

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