



TASC CARD TRANSACTION DISPUTE FORM

INSTRUCTIONS

1. Please complete, sign, date, and return the completed form along with any pertinent documents to TASC.*
2. **DO NOT include your FULL 16 digit Card Number** anywhere on this form, due to security reasons!
3. The completed Form must be received by TASC within **120 days** of the unauthorized transaction date.
4. Please retain a copy of the completed form for your own records.
5. Should you have any questions or need further assistance, please contact TASC Customer Care at: 608-241-1900 or 800-422-4661. Please have your TASC ID available.

**This TASC Card Transaction Dispute Form is provided for the cardholder's convenience. In lieu of this form, the cardholder may submit, in writing, all of the necessary information as suggested on this form, to include, but not limited to, Card Holder Name, Card Holder Address, Transaction Date, Transaction Amount, Merchant Name and Reason for Dispute.*

Submit this completed form to TASC via Online Service Request, fax or mail:	Online Service Request	Fax	Mail
	Log onto your online account and attach completed form via Support Request www.tasconline.com (click <i>Contact Us</i>)	(608) 245-3623	TASC, PO Box 7308 Madison, Wisconsin 53704-7308

Employer Name _____ Employer TASC ID # (If known) _____

CARD/ACCOUNTHOLDER INFORMATION

12 Digit TASC ID # (NOT Card Number):							
First Name:		MI:		Last Name:			
Email Address:							
Primary Phone #:				Mobile Phone #:			
Primary Address:	Address Line 1:					Apt:	
	Address Line 2:						
	City:						
	State:				ZIP/Postal Code:		+4

TRANSACTION DISPUTE INFORMATION

Please complete the transaction information below, based on the card used for the disputed transaction(s).

LAST 4 DIGITS OF CARD #	NAME OF CARDHOLDER	TRANSACTION DATE	TRANSACTION AMOUNT \$	MERCHANT NAME

****AUTHORIZATION SIGNATURE REQUIRED ON PAGE 2****



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REASON FOR DISPUTE

Please select one reason below and complete the applicable information:

- I certify that the charge(s) listed above were not made by me, nor any person authorized by me to use my card. **Include a statement detailing the circumstances surrounding the fraud claim.**

Was your card stolen?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Was a police report filed?	<input type="checkbox"/> Yes <input type="checkbox"/> No
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- I have not received the merchandise or services represented by the disputed transaction(s). The expected date of delivery was _____.
- I notified the merchant to cancel my monthly/yearly agreement on _____. Since then my TASC Card has been charged ____ times.
- The amount entered on the sales receipt was increased from \$_____ to \$_____.
- I did not receive credit from the *enclosed* credit voucher/receipt within 45 calendar days from the date it was issued to me by the merchant.
- Double or multiple charges.
- Other:** Please provide explanation below or include a letter with a detailed explanation of the reason for the dispute:

AUTHORIZATION

- By checking this box, under penalty of perjury, I declare that the foregoing is true and correct.

Accountholder Signature

Date

DISPUTE PROCESS

- Completed *Transaction Dispute Form*, including signature and date, must be received by TASC within **120 days** of the unauthorized transaction date.
- If you are disputing a transaction on your TASC Card, that card will need to be replaced with a new card. You may do this by:
 - Sign in to your account at www.tasconline.com and click 'Report Lost or Stolen Card' from the TASC Wallet.
 - Or, you may call TASC Customer Care at 800-422-4661 for assistance.
- Upon accepting a completed Dispute Form or written request for dispute, TASC may provide a provisional credit for the disputed amount, until the investigation is complete. Upon conclusion of the investigation, TASC will make this credit permanent unless it is determined that no error occurred (or that an error occurred in a different manner or amount than described). If it is determined that no error occurred (or that an error occurred in a different manner or amount than described), TASC reserves the right to reverse the provisional credit.
- If declined, a letter explaining the reason for the dispute decline will be mailed to you.

**For assistance call Customer Service at: 608-241-1900 or 800-422-4661
Have your Participant ID# ready.**