

Chase Online

Confirmation - Step 4 of 4 for CREDIT CARD (...7586)

Dispute Submitted

Thank you for submitting your dispute online. See important information below about this dispute. Click "See dispute details" to see a full summary of the dispute details.

Case number 107766412

Dispute type I've been charged for a canceled/returned transaction.

Date opened 10/25/2013

Transaction date 10/11/2013

Merchant CYAN CIRIUSXM.COM/ACCT

Disputed amount \$59.40

As your credit card company, we value your business and want you to be completely satisfied with your credit card account. **As we begin our research, here's what you should know:**

- While the matter is being investigated, **you do not have to pay the disputed amount and no interest will be charged on that amount.**
- We'll contact you within 3-5 business days to provide you with an update by phone, by letter, or with a message in your Secure Message Center.
- Additional information may be needed to help us resolve the dispute. Please keep copies of all documentation related to the dispute, such as a receipt, credit slip, or any other supporting documents. We also may contact the merchant for information related to the charge.
- For canceled recurring charges, this dispute may prevent all future charges for this transaction from posting to your account.

Please continue to use your card and enjoy its benefits while we work to resolve this matter as quickly as possible.

If you have any questions, please send a message from the Secure Message Center or call the number on the back of your card.

Hide Dispute Details

Dispute Amount

Are you disputing a full or partial amount? Full

Selected Reason for Dispute - I've been charged for a canceled/returned transaction.

Have you contacted the merchant? Yes

Date you first contacted merchant 10/11/2013

How did you contact the merchant (e.g., phone, email), and with whom did you speak or correspond?
Phone. I spoke to a customer service rep.

What was the merchant's response?
The service was cancelled but no credit appeared. I contacted again on 10-25-2013 and found out that they credited someone else's credit card. They could not reverse the other credit and could not credit me. They advised me to dispute the charge and it would be allowed.

Did you cancel or return the purchase? Yes

Date of return/cancellation 10/11/2013

Why did you return or cancel the purchase?
The purchase was an unauthorized purchase on the card.

Were you advised of the cancellation and return policy at the time of the purchase?
No

What is the cancellation and return policy?
You can cancel anytime.

Did the merchant issue a confirmation number or credit voucher?
No