MD-901
Merchant Services
8500 Governors Hill Dr, MD 1GH2Y1-4050
Symmes Township, OH 45249-1384

0004075 01 MB 0.436 **AUTO T3 0 2426 45750-310219 -C06-P04079-I

AMERICAN PRODUCERS SUPPLY CO
119 2ND ST
MARIETTA, OH 45750-3102

ADVICE OF DISPUTE

A financial adjustment has been made to your account as a result of a dispute initiated by the Issuer (below). To contest the dispute, provide your response by: **05/11/2020**

For responses received after the above date, we will attempt to review or reverse the dispute within network timeframes. If you delay your response, you may lose your opportunity to contest the dispute.
FAX to (513) 900-3456

05/04/2020

Card Brand:	Visa
Dispute Type:	FIRST CHARGEBACK
Report Date:	05/04/2020
Reason:	10.4 OTHER FRAUD-CARD ABSENT ENVIRONMENT
Case Number:	125101903-01
Dispute Amount:	$2,376.41 DB

Original Transaction Detail Information

Chain Code:	09G218	**CVM Results:**	
Merchant Number:	11786782	**Card Number:**	414720XXXXXX2374
Transaction Date:	04/22/2020	**Reference Number:**	24632690114500337765552
Transaction Amount:	$2,376.41	**Foreign:**	N/A
Merchant Name:	AMERICAN PRODUCERS SUPPLY C	**Transaction Method:**	Card Not Present
AVS Code:	N-ADDR/ZIPNOMATCH	**POS Entry:**	01 Manually Keyed
Draft/Ticket #:	223519828	**CVV2/CVC2/CID:**	N/A
Store/Terminal #:	000000001	**Register/Sequence #:**	0000

This dispute has been initiated by Chase Bank USA, National Association

Message In:

Comments:

If you accept this dispute: No response or further action is needed.

Reason Code 10.4 Other Fraud-card Absent Environment. The cardholder claims this is an unauthorized transaction.

Required Action: Please provide proof the cardholder participated in the transaction in question. Possible proof could include: AVS match of M, X or Y, billing/shipping match, proof of delivery, emails with the cardholder regarding the transaction, cardholder signature on the pickup form, details of cardholder identification, IP address and/or email address of purchaser, description of goods/services sold, proof that website was accessed for services after transaction date, proof goods were downloaded, proof cardholder accessed the merchant site, evidence that previous transactions were not disputed, signed order form, evidence that transaction was completed by cardholder's family or household, proof account was created for transaction, etc.

Please note, supplying the requested data or documentation does not guarantee that this matter will be resolved in your favor.

DO NOT ISSUE CREDIT: However, if credit was previously issued, please provide the date and a copy of the credit.

In order to have an opportunity to reverse this dispute please go to https://www.accessmyiQ.com/disputes and fill out the appropriate questionnaire. We must receive this form, the completed questionnaire and any supporting documentation by 05/11/2020. Please send to:

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or FAX to (513) 900-3456. Please call (800) 667-9573 if you have any questions about this dispute.

2426-06-00-0004075.0001-00005095

Visa Resolve Online

Fraud Dispute Questionnaire

VROL Case Number 1915199220

Member Case Number:

Transaction Information

Card/Acct #:	4147-20xx-xxxx-2374	Tran Type:	Sale	Issuer:	JPMorgan Chase Bank N.A.
Network:	VISA	Tran Date:	04/22/2020	CH Name:	
Tran ID:	380113652875998	Processing Date:	04/24/2020	Acquirer:	Fifth Third Bank
ARN:	24632690114500337765552	Tran Amount:	2,376.41 USD	Merchant:	AMERICAN PRODUCERS SUPPLY
Retrieval Ref#:	011422500337	Jurisdiction:	DOMESTIC-US	Location:	740-373-5050,OH

Dispute Information

Dispute Amount:	2,376.41 USD
Dispute Category/Condition:	10.4 Fraud - Card Absent Environment
Financial Processing Date:	05/04/2020

Certification/Elaboration

☑ Certification that the cardholder denies authorizing or participating in the disputed transaction

Comments and Documents

Comments:

Documents:

Issuer Contact Information

Name:	Chase Bank Prod RTSI Web Service PRD WSI
Phone:	
Email:	

By completing this form, you agree that the information captured is correct to the best of your knowledge. Any available documentation which supports this dispute should be attached.

2426-06-00-00040175-00002-00035093