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

0004207 01 MB 0.436 **AUTO 15 0 2445 45750-330219 -C06-P042111

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: **05/30/2020**

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**

05/23/2020

| | |
|---|---|
| **Card Brand:** | Mastercard |
| **Dispute Type:** | FIRST CHARGEBACK |
| **Report Date:** | 05/23/2020 |
| **Reason:** | 4837 FRAUDULENT TRANSACTION-NO CARDHOLDER AUTH. |
| **Case Number:** | 144309263-01 |
| **Dispute Amount:** | $523.27 DB |

### Original Transaction Detail Information

| | | | |
|---|---|---|---|
| **Chain Code:** | 09G218 | **CVM Results:** | |
| **Merchant Number:** | 11786782 | **Card Number:** | 546325XXXXXX5912 |
| **Transaction Date:** | 05/20/2020 | **Reference Number:** | 052595801425001159972 29 |
| **Transaction Amount:** | $523.27 | **Foreign:** | No |
| **Merchant Name:** | AMERICAN PRODUCERS SUPPLY C | **Transaction Method:** | Card Present |
| **AVS Code:** | Y-ADDR ZIP5 MATCH | **POS Entry:** | 01 Manually Keyed |
| **Draft/Ticket #:** | 399557874 | **CVV2/CVC2/CID:** | N/A |
| **Store/Terminal #:** | 000000001 | **Register/Sequence #:** | 0000 |

This dispute has been initiated by the Issuing Bank

**Message In:** 9015472186

**Comments:**

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

**Reason Code 4837-No Cardholder Authorization.** Cardholder states that transaction is unauthorized.

***Required Action:*** Please provide information linking the cardholder to the transaction. Such information might include proof the transaction is an addendum or no-show charge, proof of an AVS response of X or Y with a bill to/ship to address, evidence that previous transactions were not disputed, signed proof of in-store pickup, copies of correspondence between merchant and cardholder, details of purchase, signed proof of delivery, email address of cardholder used for transaction, proof the services/goods were registered, proof goods/services were used, or a signed sales receipt with a valid imprint or swipe, or proof of CVV2/CVC/CID.

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 05/30/2020. 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.

2445-00-00-0004207-0001-0004967