



How to dispute a transaction on your debit card

Call **SHAZAM**® at **833-288-1126**

How the dispute process works:

- As the primary cardholder, you're responsible for filing a dispute and providing details about the transaction. Once your call is received, SHAZAM will open a claim.
- SHAZAM dispute representatives will begin an investigation. Most claims are resolved within 5-10 business days. If more time is needed to investigate the claim, we'll apply a temporary credit to the account. Estimated time frames will be provided at the time of your call.
- As the dispute process continues, you'll be asked to provide supporting documents and signatures.
- SHAZAM will contact you following the investigation with the final decision.

When you report a dispute, the following information may be helpful to have on hand:

- ✓ If applicable, the date you contacted the merchant along with the merchant's response and name of person you spoke to.
- ✓ Tracking numbers, contracts and / or service agreements, if available.
- ✓ Date you returned item(s) or canceled service along with cancellation / confirmation numbers, if applicable.