



Cardmember Services
P.O. Box 15299
Wilmington, DE 19850-5299

Questions?



Chase.com



1-800-849-3574



1-888-643-9624

We accept operator relay calls

09533 DMS 056 020 26323 NNNNNNNNNNNN DISP0001 E

THOMAS P SHIPLEY
204 SEDONA CT
RAEFORD NC 28376-8706

September 19, 2023

Update: We're researching the charge(s) you disputed recently

Your account ending in 1082

Dear THOMAS P SHIPLEY:

Thank you for contacting us about a dispute(s) on your credit card account. We're researching it now and will contact you if we need more information.

Here's what you should know in the meantime

- Please save all documents and receipts related to the dispute. This could include:
 - Original sales receipt(s), credit receipt(s), proof of return or cancellation, or
 - A record of correspondence with the merchant acknowledging the billing error.
- The documentation you provide us may greatly influence our ability to resolve the dispute in your favor.
- You do not have to pay for any disputed amount(s) while we research the dispute.
- We'll let you know if we make adjustments to your account and when you'll see them on your statement.

If you have questions, please call us anytime at the number on the back of your card.

We appreciate your business.

Sincerely,

Card Services

