



CARDHOLDER'S LETTER TRANSLATION (RELEVANT FACTS)

As a cardholder shown above, I claim back the amount charged into my account for the reason indicated:

- On 09/11/2023 I contracted a 6-month trial on the EMMA Unified Marketing App platform. They promise to give us a 100% discount if there are clients in the testing or integration phase, we have referred two to them.
- On 03/11/2024 they charged us without prior notice, so at that time we contacted them and requested cancellation and refund of the amount because we are not using the service.
- I was not informed of the cancellation policy during booking.

We attempted to resolve the dispute with the merchant.

Cardholder Account: 554001\*\*\*\*\*3019

Merchant name: EMMA APP MARKETING

Trans date: 03/11/2024

Amount/currency: € 326.70

# Dispute Resolution Form— Cardholder Dispute Chargeback



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## Transaction Information:

Acquirer's Reference Data or Switch Serial Number: \_\_\_\_\_

Merchant Name: \_\_\_\_\_ Transaction or Settlement Date: \_\_\_\_\_

Transaction Amount: \_\_\_\_\_ Disputed Amount: \_\_\_\_\_

## Type of Cardholder Dispute (check one):

- ☐ Goods or services were not as described or defective, includes shipped merchandise received damaged or not suitable for its intended purpose or merchant didn't honor the terms and conditions of a contract.

Delivery date of the goods or services: \_\_\_\_\_

- ☐ Goods or services were not provided

Expected delivery date of the goods or services: \_\_\_\_\_

- ☐ Digital goods were purchased totaling USD 25.00 or less and did not have adequate purchase controls

- ☐ Credit not processed

Return or cancellation date: \_\_\_\_\_

- ☐ Counterfeit goods alleged to be authentic were purchased

- ☐ Recurring transaction cancelled prior to billing

Cancellation date: \_\_\_\_\_

- ☐ Recurring agreement was not properly disclosed

- ☐ Addendum dispute

- ☐ "No-Show" hotel charge was billed

- ☐ Purchase transaction did not complete

- ☐ Timeshare agreement or similar service provision was cancelled within Mastercard time frame

- ☐ Credit posted as a purchase

- ☐ Failed Travel Merchant – Intra-EEA and Domestic European Transactions Only

## Cardholder Participation:

Did the cardholder participate in the transaction?

☐ Yes ☐ No

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## Dispute Details:

Describe the cardholder's complaint in sufficient detail to meet the requirements for the chargeback as described in the *Chargeback Guide* and to enable all parties to understand the dispute:

# Dispute Resolution Form

## Cardholder Dispute Chargeback



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**Mastercard will determine whether this information contains sufficient detail.**

"The issuer certifies that it complies with Mastercard Bylaws, Rules, policies and operating regulations and procedures of Mastercard (the "Standards"), written agreements and privacy laws and regulations applying to the protection of personal data. The issuer agrees that the personal data collected may be used according to Mastercard Standards and Mastercard's Global Privacy Notice on <http://www.mastercard.us/privacy/>. I certify that the facts were obtained from my discussion with the cardholder or the company/government agency representative on behalf of the corporate/government card cardholder and that the facts are accurate to the best of my knowledge."

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Customer Service/Chargeback Representative

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Date