

## Instructions for the Commercial Card Claims – Statement of Disputed Item Form

### Purpose:

- Used to file a dispute with Bank of America for charges or service/quality issues that cannot be resolved with the merchant.

### Preparation:

- Form should be typed or printed legibly.
- All supporting documentation, including correspondence from the merchant must be attached.

### Disposition:

- Original form is kept by the Cardholder.
- Completed form should be faxed to Bank of America, with related correspondence/documentation attached, within 60 days from the billing close date.
- A copy of the form and related correspondence/documentation should be attached to the Travel Card log and the transaction should be marked as “DISPUTED”.
  - When the credit for the disputed item is listed on the statement, document on the travel card log “DISPUTE CORRECTION” and submit a copy along with the travel card log that lists the original charge.
  - Submit a copy to Fiscal-Financial Management Travel Accountant.  
@ [DCFS.SLTC@la.gov](mailto:DCFS.SLTC@la.gov).

### Retention:

- Retain form for four (4) fiscal years in the cardholder’s office or the Records Center.