



## ACCOUNT DISPUTE FORM

Please review the attached statement then complete and return this form along with your supporting documentation if any discrepancies are found. You may submit this form by mail, fax, email ([Dispute@AffinityManagementServices.com](mailto:Dispute@AffinityManagementServices.com)) or in person.

Once submitted, all disputes will be **reviewed** to ensure they are **complete** and we will respond within **5 days**. When everything is completed correctly your dispute will be **processed within 25 days**. During this time your account will be placed on hold so no further action will be taken.

### 1. Completed form with dispute described in detail.

Association Name: \_\_\_\_\_

Address: \_\_\_\_\_ Unit # \_\_\_\_\_

Account # \_\_\_\_\_ Name: \_\_\_\_\_

Email: \_\_\_\_\_

DESCRIBE DISPUTE:

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If a payment is not reflecting on your account you must **provide a copy of both the front and back of the check (s), bill pay screenshots do not provide sufficient information for us to resolve these issues therefore they will not be accepted.** If it was paid with a credit please provide a bank statement with credit card transactions page. (NO EXCEPTIONS)

Signature: \_\_\_\_\_

**For examples see page 2:**

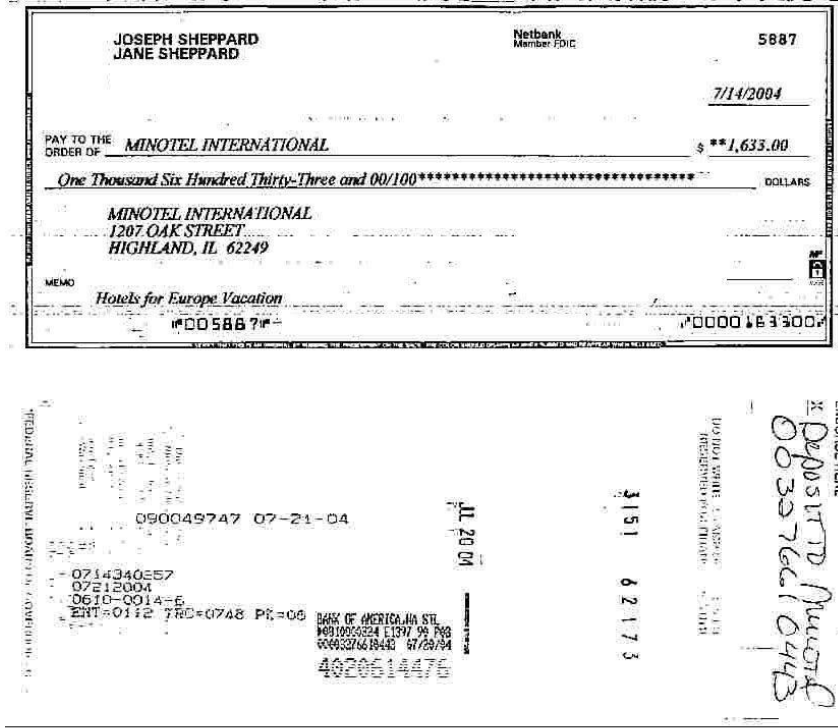
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#### **Office use only**

Dispute Type: \_\_\_\_\_ Received: \_\_\_\_\_ Completed: \_\_\_\_\_ Time (spent): \_\_\_\_\_

Examples:

Acceptable: Cashed Check/ Withdrawal posted:



Account No.	Statement Period	Page
747	02/01/15 Thru 02/28/15	2 of 5

**S5 SHARE - SHARE DRAFT CHECKING (continued)**

Transaction Date	Effective Date	Check Number	Transaction Description	Withdrawal	Deposit	Balance
02/03/15						
02/03/15						
02/04/15	02/02/15					
02/11/15						
02/12/15						
02/13/15	02/12/15		VENETIAN ISLES M/ONLINE PMT/150212	-163.00		
02/14/15						

Non-Acceptable:

**Payments & e-Bills**

Payment History (Past Six Months)		e-Bill History (Past Six Months)	
Amount	Deliver By	Status	
\$163.00	05/29/2015	Scheduled	View/Edit • Cancel
\$163.00	04/29/2015	Processed	View Payment
\$163.00	03/27/2015	Processed	View Payment
\$163.00	02/27/2015	Processed	View Payment
\$163.00	01/29/2015	Processed	View Payment
\$163.00	12/29/2014	Processed	View Payment
\$163.00	11/28/2014	Processed	View Payment