(**Enter today’s date**)

*By email (enter your email address)* **OR** *By registered mail*

(**Name of credit card issuer**)

(**Address**)

(**City**) (**Province**) (**Postal Code**)

Re: Chargeback request

Dear Sir/Madam:

I am hereby requesting a chargeback under section 54.14 of the *Consumer Protection Act* and have included in the Annex all the information required under section 54.15.

I trust that everything is in order.

Yours sincerely,

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

(**Your given name and family name**)

Encl. Proof of request to cancel and Annex

**Annex**

|  |  |
| --- | --- |
| **Credit card holder** |  |
| **Card number** |  |
| **Expiry date** |  |
| **Merchant’s name** |  |
| **Date the contract was entered into** |  |
| **Total amount charged to the account** |  |
| **Description of the goods and/or services** |  |
| **Reason for cancellation** |  |
| **Date of cancellation** |  |
| **Means used to send the cancellation notice** |  |