



U.S. Bank Fleet Card Disputes Matrix

The U.S. Bank Fleet Card Disputes Matrix is intended to serve as a guide for submitting disputes. Each dispute is unique and is handled as such. If a dispute does not fit into one of these categories it can still be submitted on the Account Dispute Form.

| Issue with Transaction | Disputable | Customer Provided Information |
|--|------------|--|
| Car Washes On Fuel Only Cards | NO | Customer must work directly with the merchant if they did not order but were charged. |
| Duplicate Transaction | YES | Dispute form and any supporting information. |
| Fuel Additives or Oil On Fuel Only Cards | NO | Customer must work directly with the merchant if they did not order but were charged. |
| Incorrect gallon reporting | YES | Dispute form and receipt showing correct gallons. |
| Invalid or No Pin/ Driver ID | YES | Dispute form and any supporting information available. |
| Invalid Product Code | YES | Dispute form and receipt showing correct product purchased. |
| Non Fuel Item on Fuel Only Card | YES | Dispute form and copy of receipt if available. |
| Sales Tax | NO | Customer must work directly with the merchant if they were charged sales tax and should not have been due to a tax exemption. |
| Sixty (60) days after the date on the statement on which the disputed or incorrect charge first appeared | NO | Disputes regarding charges or billings must be communicated to U.S. Bank in writing and must be received by U.S. Bank within sixty (60) days after the date on the statement on which the disputed or incorrect charge first appeared. |
| Unauthorized/ Erroneous Charge | YES | Dispute form and any supporting information available. |
| Wrong Amount | YES | Dispute Form and copy of invoice/receipt. |
| Wrong Card- Teletrans Only | YES | Dispute form, invoice and correct card information. |
| Wrong Merchant - Teletrans Only | YES | Dispute form and copy of invoice/receipt. |

Standard processing for a dispute is 30-90 days.

All disputes can be emailed to FuelDisputes@usbank.com or faxed to **866-400-5770**.

