

Section 1: Merchant/transactional data

Merchant name	
Merchant trading name (if different)	
Merchant clearing name (descriptor)	

Refund If YES please provide date, currency and amount of the refund If YES, no further information is required	
---	--

Transaction date	
Transaction amount and currency	
Truncated card number	
Expiry date	
Authorization code	
AVS / CAVV	
3D Secure authentication If YES please provide the ECI code	

Brief description of the goods or services	
--	--

Cardholder name	
Cardholder address and billing address	
Cardholder phone number	
Cardholder email-address	
Cardholder date of birth	
Cardholder IP-address	
Cardholder history (mention previous successful transactions: date, amount and currency only)	

KYC information/documentation drivers-license/passport number	
--	--

Section 2: Supporting details (examples)

- Airline itinerary
 - Evidence the passenger (cardholder) checked in at the gate and presented a valid passport
- Terms & Conditions: only include the relevant sections and leave out the rest. The T&C only need to be included for service-related complaints such as reason code 'service not provided' or 'credit not processed'.
- Proof that the cardholder accepted the Terms & Conditions
- Evidence that the cardholder used the goods or services
 - Log files (online gaming)
 - Log files (online FX trading)
 - Signed proof of delivery (retail)
 - Signature on receipt (hotel)
- Business relationship with the cardholder: previous successful transactions that have not been charged-back (for fraud chargeback reason codes only)