



1 PRE-ARBITRATION INQUIRY REQUEST

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A Pre-Arbitration Inquiry has been initiated by the Issuer. Please provide any additional supporting documentation that you have.

3

Issue Date: 7/06/2007

4

DISCOVER NETWORK
NETWORK DISPUTES
PO BOX 3011
NEW ALBANY, OH 43054-3011
(866)213-7072 FAX (614)283-4774

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Test Merchant
123 Main St
City, ST 00000

Respond to the above address

6

CASE NUMBER: 0000000000

TRANSACTION INFORMATION:

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Card Account Number: 6011 1234 1234 0000

Cardholder Name: TEST CARDHOLDER

8

Phone No.: (000) 000-0000

Cardholder Address:

City:

State:

Zip Code:

9

Merchant Number: 6011 0000 0000 000

10

Merchant Name: Test Merchant

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Tran Date: 06/04/2004

12

Post Date: 06/06/2004

13

Transaction ID: 0000000000001234

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Post Amount: \$100.00

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Correct Amount: \$0.00

16

Dispute Amount: \$100.00

17

Reference Number: R000012341234123400

18

Network Reference Identifier: 123456789012345

19

Additional Transaction Information:

PRE-ARBITRATION INQUIRY REQUEST REASON:

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Invalid CNP Sale – REASON CODE: UA32

Pre-Arbitration Inquiry Request Explanation:

Issuer disagrees with Representment and has requested Pre-Arbitration Inquiry. This is a request for additional information.

Merchant Action:

Please provide any additional supporting documentation and/ or notify Discover Network whether or not you accept financial responsibility for the Card Transaction within 20 calendar days of the issue date of this Pre-Arbitration Inquiry notice.

Comments:

DISCOVER NETWORK OFFICE USE ONLY

Requestor: CMONTAG

Manager: RMORG06

Source: CMS

Initiating Center: NA

Delivery: MAC

Handling Center: NA

PRE-ARBITRATION INQUIRY EXPLANATION

If an issuer disagrees with a Representment, the issuer may submit a Pre-Arbitration Inquiry to Discover Network within 30 calendar days of the processing of the Representment to the Issuer. Acquirers or merchants will receive a notice upon the issuer's submission to Discover Network of a Pre-Arbitration Inquiry and have 20 calendar days to submit a response, including new documentation supporting the Representment.

The parts of the **Pre-Arbitration Inquiry Request** are:

1	Dispute Type	The type of dispute that was issued.
2	Message Area	This area will indicate a message.
3	Issue Date	Date the dispute was issued.
4	Return Address	The address to which the merchant should direct all related correspondence.
5	Merchant Name and Address	The name and address of the merchant receiving the notification.
6	Case Number	Discover Network assigned.
7	Card Account Number	The Discover Network Card Account number related to the notification.
8	Cardholder Information	This area indicates the cardholder's name, phone number and address.
9	Merchant Number	The Discover Network Merchant number related to the notification.
10	Merchant Name	The merchant description from the cardholder's statement.
11	Tran Date	The sale date of the transaction.
12	Post Date	The date the transaction posted to the cardholder's account.
13	Transaction ID	A transaction identifier assigned by the merchant for this transaction.

14	Post Amount	The amount of the transaction posted to the cardholder's account.
15	Correct Amount	The correct amount, per the disputing cardholder of the transaction.
16	Dispute Amount	The amount of the transaction disputed.
17	Reference Number	Discover Network assigned.
18	Network Reference Identifier	Discover Network assigned.
19	Additional Transaction Information	Discover Network assigned.
20	Pre-Arbitration Reason Code Section	This section indicates the pre-arbitration reason code, explanation of the pre-arbitration and the information for the merchant.