



# NOTICE of DISPUTE

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*Last Revised: October 15, 2015*

**Benevolent NFP** is committed to resolving its customers' disputes in a fair and efficient manner. If you are unsatisfied with the resolution that a customer service representative offers for a problem that you are experiencing, you may notify us of your dispute by sending this form to Benevolent NFP's legal department.

**Please complete this form in its entirety (printing legibly). Retain a copy for your records and send the completed form by certified U.S. mail to: 848 Dodge Ave, Suite 330, Evanston, IL 60202**

A Benevolent NFP representative will respond within **30** days of receiving this form. If the dispute is not resolved to your satisfaction, you may begin arbitration by submitting a Demand for Arbitration to the American Arbitration Association. We provide further details on our web site at [www.tapme.com/terms](http://www.tapme.com/terms), as well as a Demand for Arbitration form.

Name of consumer: \_\_\_\_\_

Phone number: \_\_\_\_\_

Additional number at which you may be reached during business hours: \_\_\_\_\_

Your email address: \_\_\_\_\_

Your fax number: \_\_\_\_\_

Your billing address: \_\_\_\_\_

If you are an authorized representative of the customer who is experiencing a problem, please print your name, your relationship to the customer, your address, and a phone number at which you may best be reached during business hours:

Your name: \_\_\_\_\_

Relationship to customer: \_\_\_\_\_

Your address: \_\_\_\_\_

Your phone number: \_\_\_\_\_

**Please briefly describe the nature of your dispute and attach any supporting documents that you wish. If necessary, please use the reverse side.**

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**Please briefly describe the relief that you would like from Benevolent NFP**

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Date: \_\_\_\_\_

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