



Dispute Request Confirmation

Disputed Transaction Summary

Disputed Case Number: 10002542054451

Date Dispute Initiated : 09/26/2016

Merchant Name: MICROSOFT *STORE 08006427676 WA 98052 USA

Date Posted: 09/21/2016

Transaction Amount: \$42.79

Disputed Amount: \$42.79

Reason For Dispute: I do not recognize this charge

What Happens Next

- We will send you an email confirmation shortly for your records.
- While we are reviewing your dispute:
 - You do not have to pay the disputed amount.
 - You must continue to pay any undisputed amounts.
 - We will contact you via our secured message center on capitalone.com and by mail should we need any additional information required to process your dispute, or with status updates.
 - Set your alerts to notify you when a secured message is sent.
 - If you have additional questions about the Merchant Dispute process please visit our Dispute a Merchant Charge for an overview and frequently asked questions.
 - If you need to contact us regarding this dispute, please reference your Dispute Case Number.
 - Please print this screen for your records.

Thank you for your business with Capital One.

Return to Transactions & Details