

# Merchant Complaint Handling Form

For Complaints Pertaining to the Code of Conduct.

## Directions

Automated electronic transmission is not available for this form. Please print the completed form and email with supporting documentation, where available, to [CodeofConductInquiry@discover.com](mailto:CodeofConductInquiry@discover.com) or send to the physical address listed below. Please save a completed form for your records.

\_\_\_\_\_  
Name of Person Submitting the Complaint

\_\_\_\_\_  
Merchant Business Name

\_\_\_\_\_  
Merchant Street Address

\_\_\_\_\_  
City

\_\_\_\_\_  
Province/Territory

\_\_\_\_\_  
Postal Code

\_\_\_\_\_  
Phone Number

\_\_\_\_\_  
E-mail Address

\_\_\_\_\_  
Name of Acquirer

\_\_\_\_\_  
Date Merchant Contacted Acquirer

\_\_\_\_\_  
Name of Payment Processor

\_\_\_\_\_  
Merchant Number

\_\_\_\_\_  
Name of Acquirer Representative

\_\_\_\_\_  
The Policy Element of the Code that the Complaint Pertains to

\_\_\_\_\_  
Please provide a summary of your complaint

\_\_\_\_\_

\_\_\_\_\_

E-mail or mail supporting documents, if applicable:

### Email:

[CodeofConductInquiry@discover.com](mailto:CodeofConductInquiry@discover.com)

### Mailing Address:

Discover Global Network  
610 Chartwell Rd, Suite 101  
Oakville, ON L6J 4A5

Print

**DISCOVER**<sup>®</sup>  
Global Network

©2021 DFS Services LLC

