

NCBFS DISPUTE POLICY

In the case of errors or questions about a charge:

If you believe an NCBFS charge to your credit card was processed in error, or if you need more information regarding a transaction charged by the NCBFS, please contact the NCBFS office as soon as possible. Please provide the following information:

- Your name, license number and the date of the transaction you are disputing/questioning;
- The dollar amount of the suspected error;
- And, any additional details you believe relevant.

Your claim will be reviewed promptly, and if it is determined by the NCBFS that a refund is necessary, a refund will be issued accordingly.