



# Account Dispute Form

JSN Property Management, LLC  
7000 E. Belleview Ave Suite 290  
Greenwood Village, Colorado  
80111  
Phone: 303-482-2213  
Fax: 303-495-5895  
www.jsnproperty.com

**All account disputes must be sent in writing to:**

**Email:** accounting@jsnproperty.com  
**Fax:** 303-495-5895  
**or Mail to:** JSN Property Management, LLC  
7000 E. Belleview Ave, Suite 290  
Greenwood Village, CO 80111

**This form is:**  New  Revised

**First and Last Name of Person Submitting this Form:**

**First and Last Name Listed on the Property Account (if different):**

**Name of Home Owner Association:**

**Property Address, City, State, Zip:**

JSN Account #:  Phone:  Email:

**Please read the following descriptions and check the box that most appropriately fits your dispute (attach supplementary documentation if necessary). The dispute form must be filled out completely and mailed, faxed, or emailed to JSN within 20 calendar days of the date listed on your account statement. SEE REVERSE SIDE OF THIS FORM FOR DETAILS ON ACCEPTABLE PREVIOUS PAYMENT DOCUMENTATION.**

- A payment is missing from my account. The outstanding charge related to this missing payment is shown on my statement on \_\_\_/\_\_\_/\_\_\_ in the amount of \$\_\_\_\_\_. Verification of payment is enclosed. Please see attached supporting documents showing previously made payments to my account.
- Numerous payments are missing from my account. The outstanding charges shown on my statement related to these missing payments are detailed by date (mm/dd/yy) and amount (\$xx.xx) in attachment # \_\_\_\_\_ that I have enclosed to explain the charges I am disputing. Additionally, I have provided documentation that supports that I have paid these amounts, but the payments were not credited to my account. Please see attached supporting documents.
- There is an incorrect charge listed on my account. The description of that charge is \_\_\_\_\_ on \_\_\_/\_\_\_/\_\_\_ in the amount of \$\_\_\_\_\_. I have explained why I believe this charge is incorrect in the space provided below and attached supplementary information to this form.
- There are multiple incorrect charges listed on my account. The descriptions of those charges are listed in the space provided below. I have formatted my narrative like this: "I believe the *description of the charge (as listed on my statement)* which occurred on mm/dd/yy in the amount of \$xx.xx is incorrectly assessed to my account because...." Additionally, I have attached supplementary information to this form to support my dispute.
- I made a payment that was incorrectly applied to my account. The check that was incorrectly applied is #\_\_\_\_\_. This check needs to be transferred/applied in a different manner. I have explained how I would like this check to be applied in the space provided below.
- None of the above reasons apply.** I have provided a complete description of my problem and supplemental documentation to support my claim.

**Dispute Narrative Information**  
(attach additional information if necessary):

Today's Date:

Signature:

**For Internal Use Only:**

## **TO VERIFY YOU MADE A PAYMENT THAT WAS NOT CREDITED TO YOUR ACCOUNT YOU MUST PROVIDE:**

**Bank Statement/Check documentation** which shows the payment cleared your account. *To be valid, your documentation MUST show ALL of the following:*

- a. Date Cleared
- b. Check Number/ Reference Number
- c. Amount of Payment
- d. Payee Name
- e. Bank Name

Example of ACCEPTABLE documentation:

- 1) Homeowner provided a copy of their online bank statement which clearly showed items “a” through “e” listed above.
- 2) Homeowner provided JSN with a copy of their bank statement AND a copy of the original check which together provide the information listed in “a” through “e” above.
- 3) Homeowner provided JSN with a copy of documentation that the homeowner received from their bank that showed the front and back of the original check which proves the check was processed by the bank.

Example of UNACCEPTABLE documentation:

- 1) Homeowner provided a copy of the carbon copy of their original check with no other bank provided documentation.
- 2) Homeowner provided a copy of the front side of the original check ONLY.

### **PLEASE NOTE:**

**If you cannot provide verification of payment as listed above, it will be difficult to address the disputed activity on your account. You may still return this Dispute Form to JSN, but processing of this form will take longer as JSN will have to forward your issue to the Association Board to address your dispute.**

