

Hello **[PATRON NAME]**,

We received notification that you filed a chargeback for **[AMOUNT]** for a charge on **[DATE]** on your card ending **[LAST 4 OF CARD USED]**. You purchased tickets to the **[SHOW NAME]** and tickets were sent to this email address. Filing a chargeback denies **[YOUR ORGANIZATION NAME]** funds from the purchase. In addition, we are penalized with a processing fee for these cases.

We ask that you please contact your credit card company to reverse the chargeback process. As a non-profit organization, we rely entirely on ticket sales and donations from patrons. We try to provide great productions for our community and hope that you will reach out if there were any issues with your purchase.

If your card has already been cancelled or you are unable to reverse the chargeback, you can contact us directly for repayment options.

Please let us know if you have any questions at all.

Thank You,
[YOUR SIGNATURE HERE]