

DISPUTE/CHARGEBACK REQUEST FORM

PLEASE PROVIDE THE FOLLOWING INFORMATION

Correspondent Bank (ATM/POS/WEB Owner): _____

Card Holders Name: _____

Account Number: _____ Segment: _____

Card Number

						x	x	x	x	x	x				
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KINDLY BE INFORMED THAT

• I have neither executed nor authorized the following transaction	<input type="checkbox"/>
• The amount on the transaction receipt has been altered by the merchant processing it	<input type="checkbox"/>
• I have been charged twice for the following transactions	<input type="checkbox"/>
• I have not been credited with the value of the credit voucher issued to me. I am enclosing a copy of the voucher as well as a copy of the statement	<input type="checkbox"/>
• I have not received the (Goods/Merchandise/Services) that I have ordered on my Visa Account I am enclosing a copy of the voucher/copy of the ticket representing the services	<input type="checkbox"/>
• The amount of the transaction has been paid by I am enclosing a copy of the voucher showing the way of payment (for POS transactions)	<input type="checkbox"/>
• Release of block funds	<input type="checkbox"/>
• I did not participate/authorize the disputed ATM/POS/WEB transaction	<input type="checkbox"/>
• I did not receive the requested ATM cash amount	<input type="checkbox"/>
• I received a portion of the requested ATM cash amount	<input type="checkbox"/>
• The ATM cash was processed more than once	<input type="checkbox"/>
• Others (specify):	<input type="checkbox"/>

HERE BELOW ARE SOME DETAILS PERTAINING TO THIS MATTER

Transaction Date (dd/mm/yy)	Transaction Amount	Transaction Currency	Billed Amount	Statement Date (dd/mm/yy)	Merchant's Name

I hereby agree to indemnify you and keep you indemnified from and against all losses, costs, charges, expenses, actions, proceeding claims and demands whatsoever which may arise by reason of your having released the block on my account. Should the merchant/bank avail sufficient proof to the contrary, the bank reserves the right to reverse any temporary credit given in this regard and charge necessary finance charges applicable on the transaction with retrospective effect.

Signature & Date: _____

FOR OFFICIAL USE ONLY

Authorized Signatory: _____ Authorized Signatory: _____

Name/Class Number: _____ Name/Class Number: _____