



Disputed Transaction Form

Throughout this form we will guide you on what information we require in order for us to deal with your claim. Please also make sure that you include any correspondence or documents you have relating to your dispute any missing information could cause a delay and/or affect the outcome of the dispute.

Cardholder details

Account Name _____

Card Number (last 4)

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|--|--|--|--|

 Account Number _____

Contact Telephone No _____

Disputed Transaction details

| Transaction Date | Merchant Name | Transaction Amount |
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Disputed Transaction Reason (Please tick accordingly)

Goods or Services not received or not received as described
I did not receive the goods/services or goods services were not as described. I have contacted the merchant but I have been unsuccessful in resolving the dispute with them.
Copies of documents required:
Copy of original invoice/contract to explain the goods/services received

- Terms and Conditions (if applicable) - Warranty / guarantee (if applicable)
- Copies of correspondence between yourself and the merchant (Required) - Other supporting documentation

Cardholder did not participate or authorise transaction; Cardholder did not authorise or participate in the Transaction(s) listed above. Unauthorised Internet / Mail Order / Phone transaction

- Duplicate / Multiple billing;** I have only authorised one transaction with the merchant
The card has been in my possession when the disputed transaction took place.

- Cancelled transaction;** The merchant agreed to refund the account but no refund has been processed
Copies of documents required:
 - Copy of the refund voucher or letter / email from the merchant confirming a refund is due.

- Transaction amount is incorrect;** The amount authorised differs to the amount charged
Copies of documents required:
 - Copy of the sales vouchers / invoice or other proof showing the correct amount to be charged

- Credit not received;** e.g. for return of goods
Copies of documents required:
 - Copy of the credit voucher

- ATM: cash not received / incorrect cash dispensed**
Copies of documents required:
 - Copy of the ATM transaction receipt (if Applicable)

- Payment made by other means**
Copies of documents required:
 - Evidence required of alternative payment

Additional Information (please give a full explanation regarding this dispute below)

Declaration

I hereby certify that the information provided is true to the best of my knowledge. I acknowledge that in the event of suspected fraud or misuse of the card the Bank will cancel the card and re-issue another card in due course.

Client's signature

Date

CSA signature & Name

Date