

Card Member Dispute Form



Cardholder Name _____

Card Number

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Transaction Date	Merchant Name	Transaction Amount	Dispute Amount

<input type="checkbox"/>	<p>Unauthorized/Unrecognized Transaction(s) *note that your card needs to be blocked <i>If you have any recurring payment / standing instruction, please notify the merchant/billing organization of the change of card details e.g. new credit card number and expiry date upon receipt of your new credit card</i></p> <p>I have neither authorized nor participated in the above transaction(s). I confirm that the card is still in my possession.</p>
<input type="checkbox"/>	<p>My card was lost/stolen on _____ and misused. It was reported to you on _____.</p>
<input type="checkbox"/>	<p>Duplicate/Multiple billing. I have done only __ transaction(s) at the Merchant Establishment but I was billed ___ times. (Attach copy of authorized charge slip)</p>
<input type="checkbox"/>	<p>I have cancelled the transaction(s)/returned the goods but have not received credit/refund for the same. <i>(Attach Credit Voucher/Refund note/Merchant's letter or any form of merchant's confirmation that the credit is due to the card account)</i></p>
<input type="checkbox"/>	<p>The service / merchandise that I have received are not as described or found defective <i>(Attach copy of all correspondence had with the merchant, proof that goods were returned to the merchant OR proof of merchant acknowledging the cancellation intimation)</i></p>
<input type="checkbox"/>	<p>The transaction was Unsuccessful OR the Merchant confirms non-receipt of payment <i>(Provide clear description of the goods or services ordered / copy of all correspondence had with the merchant)</i></p>
<input type="checkbox"/>	<p>I ordered goods/services and the same were expected to be delivered by date (dd/mm/yy) _____, but I never received the same. <i>(Attach order confirmation / Provide clear description of the goods or services ordered / copy of all correspondence had with the merchant)</i></p>
<input type="checkbox"/>	<p>Paid by alternate means. I gave my card for payment, but later paid by other means for the same transaction. I Paid by Cash <i>(attach cash receipt/bill)/ Cheque (Bank statement)/ Other card (attach charge slip/other card statement)</i></p>
<input type="checkbox"/>	<p>Cancelled Membership/Subscription/Booking. <i>(Attach proof of cancellation)</i></p>
<input type="checkbox"/>	<p>The transaction amount incurred/authorized by me is for Rs. _____ but I was billed for Rs. _____. <i>(Attach copy of authorized charge slip / Invoice copy)</i></p>
<input type="checkbox"/>	<p>Cash was not dispensed at the ATM but I was billed for the entire amount of Rs. _____.</p>
<input type="checkbox"/>	<p>Cash was dispensed partially in the ATM for Rs. _____ but I was billed for the entire amount of Rs. _____.</p>
<input type="checkbox"/>	<p>Others (Please explain in detail. Please attach a separate letter if necessary)</p> <p>_____</p>

Card Member Dispute Form



I declare that above given information is true and correct to my knowledge. I understand that I can be held liable for all charges incurred if dispute raised by me is found invalid. The Bank may contact me whenever it requires any further information.

Cardholder Signature_____

Date_____

Contact Number_____

Email ID_____