

## E-Dispute Form

### ACCOUNT DETAILS

Branch

Date

Account Name

Account Number

Phone Number

Email Address

Card PAN

### E-PRODUCT – Please select appropriately.

Premium Card ☐ Premium Mobile App ☐ Premium Internet Service ☐ USSD ☐

DISPUTE TYPE:

ATM

POS

Bill Payment

Airtime Recharge

Funds Transfer

Web Payment

Non-Dispense of Cash

Erroneous Transfer

Others

### TRANSACTION DETAILS

Date of Transaction

Amount

₦

### WRONG BENEFICIARY DETAILS

Name

Account Number

Bank

Customer's Signature/Date

Dear Customer,

We are very sorry for any inconvenience this dispute may have caused but rest assured that we will endeavour to resolve it within the stipulated timeline. However, if your dispute exceeds the given timeline, you will be contacted.