

Cardholder Dispute Form

To  
 The Charge back unit,  
 2<sup>nd</sup> floor, Titanic Bldg, 26 A, Narayan Preoperies,  
 Chandivili, Andheri-East, Mumbai-400 072, and Fax: 022-[30751580](tel:022-30751580)

**Card Number:**

**A/c Number:**

**Details of disputed item/s:**

Transaction Date	Merchant Name/ATM Location	Transaction amount	Disputed Amount

I am disputing the transaction(s)\*listed above for the below given reason and request you to settle the cases. (Please ✓ one)

\*Credit with Hold Funds will be marked for the below disputes (Cases 1 to 8). If the aforesaid transaction(s) is deemed to be a valid transaction, Credit put to your account with hold funds will be reversed and proof of transactions will be sent to you.

1. Duplicate/multiple billing. I have done only one transaction but I was billed \_\_\_\_\_ (Twice/Thrice etc). (#accepted transaction receipt)
2. Cash not dispensed in the ATM but I was billed for the amount.
3. Received cash Rs. \_\_\_\_\_ in the ATM but I was billed for the entire amount Rs. \_\_\_\_\_.
4. Paid by other means. First I gave my card for payment and later on I changed my mind and paid by other means like by cash (#attach cash receipt/bill)/Cheque (#attach cheque receipt/bank statement)/other card (#attach chargeslip/other card statement).
5. The transaction Amount is Rs. \_\_\_\_\_ but I was billed for Rs. \_\_\_\_\_ (#Attach customer copy of chargeslip/sales slip).
6. Transaction cancelled and I have not received the credit/refund for the same (Attach credit slip/refund note/merchant's letter or any form of merchant's confirmation that the transaction was cancelled and the credit was due to you).
7. Cancelled membership/Subscription/booking (Attach the cancellation letter which you sent to the merchant)
8. I ordered goods/services and the same are expected by Date ( dd/mm/yy) \_\_\_\_\_. But I never received the same. I contacted the merchant on Date (dd/mm/yy) \_\_\_\_\_ and his response \_\_\_\_\_.
9. I have not participated or authorised the above transaction(s). The card was in possession of mine at all times.
10. Others (Please explain in detail. Please attach a separate letter if necessary).

\* Credit with hold funds will not be given for all disputes arising due to misuse and fraudulent usage on cards being reported as stolen or lost.

Declaration: I hereby confirm that the information mentioned above is true and to the best of my knowledge.

Cardholder's Name: \_\_\_\_\_ Place: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Email: \_\_\_\_\_ Ph: \_\_\_\_\_

\*Please note that a Retrieval Fee of Rs.100/- shall be charged per transaction to your account if the disputed transaction turns out to be valid.