



where **you** come **first**

DISPUTE RESOLUTION FORM

Contact Center & Customer Care
1st Floor, UBL Warehouse Building
Mai Kolachi Road, Karachi.

Fax#: 021-99217448
Email: customer.services@ubl.com.pk

DISPUTED TRANSACTION DETAILS

Transaction Date	Amount (Rs.)	Amount (\$)	Merchant Name

REASONS FOR DISPUTE

- ☐ Cut card for card transaction, CNIC, Passport copies for international card present transaction
- ☐ SMS/Call screenshot (in case of call spoofing incident) & written statement (covering incident details)
- ☐ Duplicate/multiple billing
- ☐ Cancelled transaction/membership need proof of cancellation communication with merchant
- ☐ Amount altered need evidence of actual transaction amount
- ☐ Credit not received need credit voucher
- ☐ Cash not dispensed from ATM
- ☐ Goods/Services not received need proof/details of communication with merchant
- ☐ Goods/Services not as described need proof/details of communication with merchant
- ☐ Returned the goods need proof/details of communication with merchant
- ☐ Paid by other means need proof/details

Comments

CARDHOLDERS' DETAILS

Basic Card No. _____	Supplementary Card No. _____
Name _____	Name _____
Signature _____	Signature _____
Mobile No. _____	Mobile No. _____
Landline No. _____	Landline No. _____
Email Address _____	Email Address _____
Date _____	Date _____

Note: If you want to know the status of your disputed transaction at any stage you can contact our 24-hour UBL Contact Center & Customer Care at **111-825-888**. In case of billed transaction disputed by credit card holder, temporary credit cannot be provided to the customers during the investigation period. **Therefore, it is kindly advised to deposit 'the full' amount against the billed transactions since non-payment/partial payment will result into default, interest penalty and subsequent reporting into eCIB.** However, based on the Bank's discretion financial credit may be extended on a case-to-case basis.

Disclaimer: All United Bank Limited Terms and Conditions are applicable.