



## Dispute Form-Services Not Rendered/ Merchandise not delivered

I am disputing transaction(s), due to the given below reason. Kindly take up my dispute on priority and confirm.

1. I have not received the ordered service / merchandise whose expected delivery date was Dec 19<sup>th</sup> 2020 (19/12/2020) (as promised by the ACTE training institute it should commence)
2. The service / merchandise I had ordered was (Description of goods/Services) - We have agreed for the software product (Workday) training classes to start on Dec 19<sup>th</sup>, but there is no update from institute saying it is not happening, Later I noticed they don't have that promised services (Trainers) I have reached them lot of times but no response.
3. I contacted the merchant on Date (dd/mm/yy) – on 19/12/2020, asking everyday till today but no response on schedules. I have wasted almost 15 days of learning period.
4. The Merchant's response was – No Response from Merchant at all on the promised services even till today they are not replying to my emails. All the teams are ignoring and blocking me in WhatsApp and their chat website to chat.

### Declaration:

I declare that above given information is true and correct to the best of my knowledge. I understand that I can be held liable for all charges incurred before the time of reporting of loss/theft and if dispute raised by me is found invalid. I agree to pay the charges levied by SBI Card for the same.

Any Additional Comments: This institute has lot of reviews in websites also that they will not provide proper trainings as promised to students and not pay to the trainers. Lot of police complaints reported it seems. They never scheduled classes after my payment till today (almost 15 days) which was promised to schedule within 48 hours of payment (should be 19/12/2020). They are not replying in emails and employees from organization are threatening you do whatever you can and nothing will be provided while I contact.

Primary Cardholder's Signature

H. Sreedhara  
30/12/2020