



### Credit Card Transaction Dispute Form

Name of the Cardholder	PRANAY BANSD
Credit Card Number (Mandatory)	4069 7750 1143 9715
Mobile Number	9111989487
Email ID	pranaybansod59@gmail.com

Details of Disputed Item(s):

TRANSACTION DATE	NAME OF MERCHANT OR SHOP / ATM LOCATION	TRANSACTION AMOUNT (Rs.)	DISPUTED AMOUNT (Rs.)
12 JUN, 2023	DILSHAD MANSURI @ YBL	20300	20000

I dispute the above transaction(s) for the following reasons (please tick the appropriate reason(s)).  
Request you to resolve the dispute.

- ☐ I have neither authorized, nor participated in the above transaction(s). The card was in my possession at the time of transaction and I still possess it. I authorize AU Bank to block my Credit card.
- ☐ My card was lost/stolen on \_\_\_/\_\_\_/\_\_\_ at \_\_\_ a.m./p.m. and I've reported the same to AU Bank on \_\_\_/\_\_\_/\_\_\_ at \_\_\_ a.m./p.m. by way of \_\_\_\_\_. (Attach copy of FIR filed with Police, if any).
- ☐ Duplicate/multiple billing: I have done only one transaction, but I was billed \_\_\_\_\_ times. (Attach accepted transaction receipt, showing the actual amount).
- ☐ Changed the payment mode: First I gave my card for payment and later on I changed my mind and paid by Cash / Cheque / Other card (Please enclose proof of payment by other means i.e. cash receipt, cheque receipt or other card transaction receipt etc.).
- ☐ The transaction Amount was Rs. \_\_\_\_\_, but I was billed for Rs. \_\_\_\_\_ (Attach copy of Charge slip/Sales slip/Statement of card account).
- ☐ 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).
- ☐ Cancelled Membership/Subscription/Booking, but I have been billed for Rs. \_\_\_\_\_ (Attach the cancellation letter which you sent to the merchant).
- ☐ I ordered goods/services and the same were expected by date \_\_\_/\_\_\_/\_\_\_, but I never received the same. I contacted the merchant on date \_\_\_/\_\_\_/\_\_\_ and their response was \_\_\_\_\_. (Please specify as to what good(s) or service(s) were expected. Please also attach correspondence with merchant for order status).
- ☐ Cash not dispensed in the ATM, but I was billed for the amount of Rs. \_\_\_\_\_ (Attach copy of ATM slip).
- ☐ Cash dispensed partially in the ATM for Rs. \_\_\_\_\_ but I was billed for the entire amount of Rs. \_\_\_\_\_ (Attach copy of ATM slip).
- ☒ Others (Please explain in detail in Comments section. Please attach a separate letter, if necessary).





**Declaration:**

I declare that above given information is true and correct to the best of my knowledge, if any of the information mentioned above is found to be incorrect, the Bank has the right to reject the dispute. I hereby authorize AU Bank to investigate the transaction (s) in dispute. I understand that I can be held liable for all charges incurred before the time of reporting of loss/theft also if dispute raised by me is found invalid. I agree to pay the charges levied by AU Bank for the same. I understand that the investigation may take 120 days (or more if pre-arbitration/arbitration is required) for resolution.

Additional Comments (if any):

मैंने Paytm ऐप का उपयोग करके UPI ID का उपयोग करके रेंट  
पेमेंट किया था। मैंने अनुमति में गलत UPI ID दर्ज कर दी,  
जिससे धन गलत व्यक्ति के पास चले गए। जिसे मैंने जानता हूँ।

Date: 20/06/2023

Cardholder's Signature: 

**IMPORTANT NOTES: -**

- (i) AU Bank may request the customer to provide a signed progressive feedback letter or further clarification on the dispute after review of the documentation provided by the member bank on the dispute, which is required to progress the dispute further with the member bank.
- (ii) In case AU Bank does not hear from customer by the stipulated revert date, the disputed transaction shall be construed to be in order, and AU Bank shall be constrained to close the matter at their end.
- (iii) Request to the Cardholder: Please attach copies of your correspondence with the Merchant, charge-slips wherever applicable and any supplementary documents pertaining to the transaction/s, as appropriate.

The dispute form duly signed by you may be sent to us with the relevant supporting documents by post at the following address or on below mentioned email id from your registered email id:

**Chargeback Unit**

AU Small Finance Bank Limited (A Scheduled Commercial Bank)  
AU Centre, Sunny trade Centre, New Atish Market, Jaipur, Rajasthan 302019 | Website: www.aubank.in | Email ID:  
creditcard.support@aubank.in | Helpline: 1800 1200 1500