

CUSTOMER MEMBER DECLARATION FORM

11901170562

Card Number 0004386280528023363

Please mention your Previous Card number [if re-issued] 1. _____

If the charge was incurred by your additional cardholder, request your additional cardholder to fill the declaration

Dear Sir / Madam,

You are kindly requested to review the charge[s] [Details below], which has been billed to my account. I have specified the reason[s] and am enclosing relevant documents as per Section B.

A] CHARGE DETAILS : [as shown on my statement dated 13 Jan 2019]

Sale Date	Reference No.	Amount	Merchant Name
13 Jan 2019	24692169013100249262006	3999.00	GOOGLE PROXIMA BETA

B] REASON FOR REVIEW

☒ I certify that the ecommerce charge[s] listed above have NOT been incurred by me nor have I received any goods/services through the charge[s]. I also certify that the authentication credentials [PIN, card details etc] have not been shared by me.

☐ Charge[s] mentioned above was attempted by me through internet and was unsuccessful however my card account has been charged with the transaction amount.

☒ I certify that the charge[s] listed above have NOT been incurred by me nor have I received any goods / services for the charge[s]. At the time of the transaction, the card was ☒ In my possession ☐ Lost ☐ Stolen ☐ Never Received

☐ The amount of transaction is incorrect. I was charged Rs. _____, whereas I should have been charged Rs. _____. [Enclosed is a copy of my charge slip/ transaction confirmation for ecommerce transaction]

☐ I have not incurred the above charge[s] but I did engage in a transaction of Rs. _____ on dt. _____ at the same merchant outlet. [Enclosed is a copy of my charge slip]

☐ I have been billed more than once for the charge. I have authorized only one of these charges.

☐ I have settled the charge directly with the Merchant Establishment through Cash/Cheque/Other mean _____. [Circle One and Specify]. [Enclosed is the copy of the RECEIPT issued by the Merchant Establishment evidencing direct settlement]

☐ I expected to receive goods/services by dt. _____ against the above charge[s] from the Merchant Establishment. The goods / services have never been received. [Enclosed is a copy of my correspondence with the Merchant Establishment]

☐ I returned the merchandise against the above charge [Enclosed is a copy of the postal/ courier receipt evidencing return of merchandise and my correspondence with the Merchant Establishment]

☐ I cancelled the subscription/membership/policy against the above charge[s] on dt. _____. [Enclosed is a copy of my letter/email to the Merchant Establishment and Cancellation confirmation from the Merchant Establishment]

☐ The merchant did not process Credit/Refund as agreed and 15 days have elapsed since the refund confirmation by the Merchant Establishment [enclosed copy of credit slip / refund document]

HOTEL RESERVATION

☐ I have cancelled the reservation on dt. _____ under the cancellation code _____.

☐ I have not made any reservation

ATM DISPUTE -

☐ I tried to withdraw cash from ATM, but no cash was dispensed.

☐ I tried to withdraw Rs. _____ from ATM, but received only Rs. _____ from the ATM.

Others [Please Specify] _____

C] DECLARATION

I hereby affirm that the information furnished above is true to the best of my knowledge. In case, if any of the information mentioned above is found to be incorrect, the Bank has right to reject the dispute.

Date: 15 February 2019

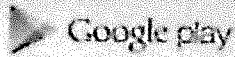
Signature: B. K. S. S.

IMPORTANT:

Please enclose the relevant statement copy duly marking the disputed amount[s]. Please include all relevant documents such as your charge slip copy, correspondence with the merchant, cash receipt, postal receipts etc., to enable us review further. Please send this form through email/fax/courier/registered mail along with the enclosures within 7 days of receipt of this CDF failing which any temporary credits provided earlier will be reversed.

Fax to: Toll Free #1800-425 5757 e-Mail: retail.dox.india@citi.com Visit us at: www.citibank.com/india

Post: Cardmember Services, Citibank NA, Mail Room, No.2 Club House Road, Chennai-600002, Tamil Nadu.



Thank You.

You've made a purchase from PROXIMA BETA PTE. LIMITED on Google Play

Order number: GPA 3344-0745-4171-45129

Order date: Jan 13, 2019

Item	Price
3000 Unknown Cash (PUBG MOBILE)	₹3999.00
Total ₹3999.00	

Payment method:



VISA *3363

Questions? Contact [PROXIMA BETA PTE. LIMITED](#)

See your Google Play Order History

View the Google Play Refund Policy and the Terms of Service

Need Help? Visit the [Google Play help center](#)

To learn more about Google Wallet, visit the [Google Wallet help center](#)

Please do not reply to this message

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Google, 1600 Amphitheatre Parkway, Mountain View, CA 94043, USA

For more information about this transaction you can contact Google's support team. For contact information visit <https://goo.gl/B1u5IZ>

Google Play Purchase Controls

Multiple authentication options exist to prevent accidental or unwanted purchases, including additional parental controls. Purchase authentication is turned on by default. Customers have agreed to assume responsibility for all charges. For additional information, please visit <https://goo.gl/HTuFlt>