

IndusInd Bank Ltd. Customer Care-Credit Cards P.O. Box No. 9421, Chakala MIDC, Andheri (East) Mu	ımbai – 400093	E-1	mail: premium.care@indusind.com
Please use this form only for dispute of any transaction(s) incurred at the Mer	chant Establishments &	& ATM	
Credit Card Number:			
Cardholder Name:			
Sr No. Merchant/ Shop/ Establishment Name		saction	
	Date	Amount	Disputed Amount
1			
2			
3			
4			
5			
REASONS FOR DISPUTE (Please tick <b>any one</b> of the following	g options.)		
Unauthorised transaction*: I have neither Authorised nor Participated in	the above transaction(s	5).	
Duplicate transaction: I have been billedtime(s) by merch	ant for the transaction.	However, I have author	rised onlytime(s)
ATM dispute: No cash was dispensed I tried to withdraw INR from the ATM, but received only INR			
Defective Product/Product not as described: I have received the ordered			
<b>Proof to be attached:</b> Copy of the correspondence with the Merchant		,	v and nature of defect
Proof of goods returned		,	,
Goods/Services not received: I had ordered for	on and	the expected date of o	delivery was
But I have not received the goods/services as on			
<b>Proof to be attached:</b> $\square$ Copy of the correspondence with the Merchant	☐ Terms & Condition	ons of the sale/contract	and delivery schedule
Difference in the amount charged: I am charged INR	whereas I shou	ld have been charged	INR
<b>Proof to be attached:</b> Copy of the Charge slip/Bill/Invoice showing the			
Paid by other Means: I have paid for the transaction by (Cash/Cheque/Other Bank Debit or Credit Card)			
Proof of payment attached: ☐ Cash receipt ☐ Cheque receipt ☐ Bank	Card Statement O	thers (pls specify)	
Refund/Credit not received: The Merchant has not processed the refund/	credit as agreed; 15 day	s have elapsed since th	he refund confirmation received
from the Merchant.			
Proof to be attached: Copy of the Credit note/acknowledgement of the refund due from the merchant			
Cancellation of Hotel Reservation: I have cancelled the reservation onunder cancellation reference number			
Proof to be attached: Copy of the correspondence of cancellation	_		
Cancellation of standing instructions with the Merchant: I have cancell	ed the Subscription /Me	embership/Policy with	the Merchant on
which is 15 days prior to the levy of charge. <b>Proof to be attached:</b> Copy of the correspondence with the Merchant	regarding cancellation	of the instructions	Conv of the credit note or
acknowledgement of the refund due from the Merchant.	regularing carreenation	or the mandenons	copy of the credit flote of
Others (Please explain in detail with supporting documents)			
<b>DECLARATION:</b> I hereby confirm that the information furnished above is true to is found to be incorrect, the Bank has the right to reject the dispute. I understart associated charges incurred, if the dispute raised by me is found to be invalid.			
Date: D D M M Y Y Y Y SR NUMBER (for office use only):			
*For unauthorised transactions: I also declare at the time of transaction, the contraction is the second of the se	ard was:		Customer Signature
In my possession Lost Stolen Not red	ceived		

## IMPORTANT NOTE

- To prevent further misuse, kindly call our helpline number: 1860 267 7777/ 022-42207777 to have your Credit Card replaced with a new card. After the dispute is resolved, should such charges reoccur, you are requested to intimate the Bank for all these disputed charges by submitting this form within 15 days of statement date to enable us to take up the dispute with the Member Bank. After the lapse of 15 days, it will be construed that all charges are acceptable and in order.
- On receipt of the disputed claim along with the relevant supporting documents requested, we will take up the matter with the Member Bank and request them to provide the details on the basis of which the disputed charge was processed to your Card account. On receipt of clarifications from the Member Bank regarding the disputed charge, we shall revert to you on the dispute, which takes normally around 45 to 60 days' time in accordance with the Card Association Rules. Total file size of attachments should not exceed 5 MB.
- Please note that a retrieval fee of INR 300.00 along with the applicable GST, as per the Ministry of Finance guidelines will be charged to the Card account on initiation of retrieval of the dispute documentation and this would remain on the account if the disputed documentation indicates that the disputed charge pertains to your Credit Card account.
- IndusInd Bank may request the customer to provide a signed progressive feedback letter or further clarification on the dispute after review of the documents provided by the Member Bank on the dispute, which is required to progress the dispute further with the Member Bank. In case, we do not hear from you within the specified date as requested, the disputed transaction shall be construed to be in order, and we shall not progress this case further as a Dispute.