



## **DEBIT CARD DISPUTE RESOLUTION FORM**

The Branch Manager,  
IDBI Bank Limited,  
Branch :  
City :

Dear Sir,

Request you to review the charge (Detailed below) which has been billed to my account. I have specified the reason (s) and am enclosing relevant documents;

### **Reason for review :**

- ☐ I have not withdrawn cash from ATM.
- ☐ I have withdrawn Rs. (or local currency) \_\_\_\_\_ only.
- ☐ Cash not dispensed / (OR) Partially dispensed Rs. \_\_\_\_\_ only.
- ☐ The charge has not been incurred by me and the card was IN MY POSSESSION at the time of transaction.
- ☐ My copy of charge slip shows a different amount of Rs. \_\_\_\_\_ (enclosed is a copy of my charge slip)
- ☐ I have not incurred the above charge(s)/ (OR) incurred a charge 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. Only one of these charges has been authorized by me. (Enclosed copy of Charge slip)
- ☐ I have settled the charge directly with the Merchant/ paid by other means (enclosed is a copy of the receipt issued by the merchant evidencing direct settlement/ Sales Draft/ Other Bank Card stmt).
- ☐ I expected to receive merchandise against the above charge(s) from the Establishment. The merchandise has never been received ( enclosed a copy of my correspondence with the merchant).
- ☐ I returned the merchandise against the above charge (enclosed a copy of the postal/ courier receipt evidencing return of merchandise and my correspondence with Establishment.
- ☐ I cancelled the subscription/ membership/ policy (circle one) against the charge. (Enclosed is a copy of my letter to the establishment & cancellation confirmation from the establishment).
- ☐ Received refund slip/ Void slip from the Merchant Establishment ( Enclosed refund slip).

❑ HOTEL RESERVATION :

- I have cancelled the reservation under cancellation co\_\_\_ & date of cancellation is \_\_\_\_\_
- I have not made any reservation.

☐ Others ( please specify) \_\_\_\_\_

**TRANSACTION DETAILS ARE AS FOLLOWS;**

Card Number (mandatory)	
Account Number(mandatory)	

**(Mandatory)**

Details	Dispute 1	Dispute 2	Dispute 3
Transaction date			
Transaction Amount			
Name of the Bank/ Merchant			
Location			
Amount disputed			

**DECLARATION :**

I hereby affirm that the information furnished above is true to the best of my knowledge.

**Signature of the customer WITH Date**

**For BANK USE ONLY**

**(Mandatory)**

<b>Branch Name</b>	
<b>Signature Verified by</b> <b>Also mention e-mail id</b>	
<b>Branch Seal</b>	
<b>Date</b>	

## REMARKS :