

## CUSTOMER DISPUTE FORM

Card Number :

Cardholder's Name: \_\_\_\_\_

S. No	Transaction Date	Merchant Name (as it appears in cardholder statement)	Bill Amount

Use additional forms if required for more transactions.

I am in receipt of my Credit Card statement dated \_\_\_\_\_ and observed that the above charge(s) posted to my card account is/are incorrect. Hence, I am disputing the same for the following reason(s):

- The above mentioned transaction has been charged twice to my card account dated ( ) or amount JD's and dated ( )for amount ( ) JD's.
- I have paid above transaction(s) amount by \_CASH / CHEQUE / OTHER CARD\_ (payment proof enclosed).
- I have cancelled my reservation / recurring transaction / subscription on \_\_\_\_\_ and the cancellation number is \_\_\_\_\_ (enclosed is the cancellation advice as per merchant terms & condition).
- Cash / Goods / Services have not been received by me. Enclosed; (a) Merchant sales & delivery terms. (b) My complaint letter to merchant about non-receipt of merchandise.
- The amount billed to my card is different from the amount that I had authorized. (copy of sales slip enclosed).
- I confirm that I have participated in the transaction(s) for \_\_\_\_\_, dated \_\_\_\_\_ but I have certainly not participated in the transaction(s) for \_\_\_\_\_, dated \_\_\_\_\_ at \_\_\_\_\_.
- Credit / Refund for above transaction has not been processed to my card account (enclosed is the refund/credit voucher).
- I have tried to withdraw cash from \_\_\_\_\_ Bank ATM but cash not dispensed (ATM slip copy enclosed).
- I received only (amount) \_\_\_\_\_ for ATM withdrawal but my card account debited for \_\_\_\_\_.
- I have neither participated nor authorized the above transaction(s). (Select only if none of the above dispute reasons apply). I have separately arranged to block my card and have asked for replacement of card to avoid further misuse. (select one below)
- a. Card was in my possession at the time of transaction
- b. Card was not in my possession at the time of transaction

Additional comments: \_\_\_\_\_

I understand that the Bank is authorized to debit my account for the sales voucher request fees (as applicable) and any other related charges that the bank may incur in respect of the disputed transaction(s). Further I endorse that I shall stand by the truth of this statement for subsequent legal enquiries by the bank/law enforcement agencies (if required). I understand that the investigation may take 180 days or more for resolution and the bank reserves the right to provide/ reverse any temporary credit given in this regard. I am aware that the transactions amounts referred above on my credit card including the fees and charged are due for settlement

**Note: All disputes should be reported to the bank within 30 days from statement date in which transaction(s) appears.**

Ph: No. (Office): \_\_\_\_\_ (Res.): \_\_\_\_\_ (mob.): \_\_\_\_\_

Address: \_\_\_\_\_ E-mail: \_\_\_\_\_

Disputing Cardholder's signature: \_\_\_\_\_ Date: \_\_\_\_\_

(FOR BANK USE ONLY)

Received by (Staff Name): \_\_\_\_\_

Date/Time: 28/07/2008

Case Ref. \_\_\_\_\_