

## **DISPUTE FORM**

*PLEASE COMPLETE TH	HE FORM IN BLC	OCK/CAPITAL L	ETTERS			
MASTERCARD		VISA	V	/ERVE	OTHERS	
CARDHOLDER'S NAME:						
CARD NUMBER : (The first six digits and the last four digits only)			X X X	x x x x x x		
ACCOUNT NUMBER				MOBILE NUMBER		
EMAIL:						
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## Select the option that best explains your dispute:

Reason Code			Please
VISA MC		POS/WEB	tick
62	37	I have neither executed nor authorized the following transaction (POS)	
83	37	I have neither executed nor authorized the following transaction (WEB)	
71	08	The transaction was declined/error occured	
80	31	The amount on the transaction receipt has been altered by the merchant.	
82	34	I have been charged more than once for a single transaction	
85	60	I have not been credited with the value of the credit voucher issued to me. Enclosed is a copy of the voucher.(Please allow the merchant at least 7days to post the credit before you submit this dispute form)	
30	55	I have not received the (Goods/Merchandise/ Services) that I have ordered on my Visa Account. I am enclosing a copy of the voucher/copy of the ticket representing the services.	
86	31	The amount of the transaction has been paid by Enclosed is a copy of the voucher showing the method of payment.	
41	41	I have cancelled the payment but was still charged	
57	63	Fraudulent Multiple Transaction(s) (if all transactions occurred at the same merchant outlet)	
73	08	The card has expired.	
74	42	Late Presentment	
	•	АТМ	
90	59	I did not receive the requested ATM cash amount I received a portion of the requested ATM cash amount (state amount received from ATM) <del>N.</del>	
62	63	I did not carry out the disputed ATM transaction	
82	34	The ATM cash was processed more than once	

Please provide additional information other than those selected on the left in relation to the transactions.
RESOLUTION TIMELINES:
Domestic Transactions: ATM: - 3 days effective from the date of complaint POS: - 5 days effective from the date of complaint. International transactions: ATM – 45 days POS/WEB* – 75 days

\*In case of non-compliance by the Merchant, another 30 days will be required for arbitration for International transactions.

## Below are the transaction details:

Transaction Date (DD/MM/YYYY)	Transaction Amount	Transaction Currency	Billed Amount (Amount Debited)	Merchant	Retrieval Reference Number (RRN)*	Reason Code

\*RRN is the 12 digit number appearing on your statement or confirm from the Customer Care Officer/Contact Center Agent. I confirm that the information above is genuine and I would be responsible for any irregularities in the information provided to the bank. I would appreciate it if you could investigate this and credit my account.

Cardholder's Signature