

Cardholders Name															
Account no.															
Debit Card No.															
Mobile no.															

Details of Disputed Transactions				
S. No.	Transaction Date	Merchant Name/ATM Location	Transaction Amount	Disputed Amount

I am disputing transaction/s listed above due to the following reasons. Request you to resolve the dispute Kindly (✓) the issue as per applicable

- Duplicate/ multiple billing. I have done only one transaction but I was billed _____ (Twice/ Thrice etc).
- I had tried transaction online, the same was not successful but the amount was debited from my account.
- Cash not dispensed in ATM but I was billed for the entire amount
- Less cash of ₹ _____ dispensed in the ATM but I was billed for the entire amount ₹ _____.
- Transaction cancelled and I have not received the credit/ refund for the same (Attach credit slip/refund note/merchant's letter or any form of merchant's confirmation that the transaction was cancelled and the credit was due to you).
- The transaction amount is ₹ _____ but I was billed for ₹ _____.
- I have not participated or authorized the above transaction(s). The card was in my possession at all times.
- Others _____

**** Request to Cardholder:** Please attach of correspondence with the merchant, charge-slips wherever applicable and any supplementary documents pertaining to the transactions, as appropriate.

<p>Customers Declaration:</p> <ul style="list-style-type: none"> ▪ All the Information provided above are true and to the best of my knowledge. ▪ I hereby authorize the Bank to Investigate/correct the transaction in Dispute. ▪ I agree to pay Chargeback slip retrieval fee and other processing charges incurred by theBank in course of the investigation.
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Date: _____ **Customers Signature:** _____

For Banks Office Purpose

We hereby acknowledge the receipt of your compliant for further processing.

Date: _____ Signature of Bank Officer/Manager _____

Branch Seal : _____ Name of Officer/Manager _____

Branch Name _____