

Date dd/mm/yyyy

Branch _____

Customer Reference Details

Card Name (as it appears on the card) _____

Account No.

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Card Number (last four digits only)

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DISPUTED TRANSACTION DETAILS

Please complete the transaction detail below.

If you would like to report more than one disputed transaction, please provide on a separate sheet.

Merchant Name _____

Transaction Amount (GBP) _____ Dispute Amount (GBP) _____ Transaction Date dd/mm/yyyy

DISPUTED TRANSACTION REASONS

Please now select ☒ the most appropriate reason for the dispute from those listed below.

- ☐ **Transaction Amount is Incorrect:** The amount I authorised differs to the amount charged to my account. I have enclosed a copy of the sales voucher/invoice or other proof, that the amount charged is incorrect.
- ☐ **Card Charged Two or More Times for The Same Purchase:** My account has been charged _____ (number) times. Only _____ (number) of these transactions were authorised by me. I have enclosed any relevant document to support this.
- ☐ **Only Authorised One Transaction:** I paid the merchant with _____ GBP but not for _____ GBP. My card was in my possession when the disputed transaction took place. I have enclosed a copy of my sales voucher/explanation as to why I don't have this.
- ☐ **Transaction Debited from Card But Paid by Other Method:** I paid the merchant by _____ (method of payment), but this transaction was also debited from my cards. I have contacted, or attempted to contact the merchant to resolve the dispute and the merchant refused to refund. I have enclosed proof of payment e.g. cash receipt, copy of front and back of cheque, other card receipt, prepaid voucher (gift card).
- ☐ **Refund Not Processed:** The merchant agreed to refund the account with _____ GBP, but no refund has been processed. I have enclosed a copy of refund voucher or letter/email from the merchant confirming the refund due.
- ☐ **Previously Cancelled Recurring Transaction:** I have previously cancelled the transaction payment with the merchant. The date of cancellation was _____. I have enclosed proof of cancellation.
- ☐ **Wish to Cancel Recurring Transaction:** I wish to cancel my recurring transaction payment with merchant for the amount of _____ GBP with effect from dd/mm/yyyy.
- ☐ **ATM Cash Not Received / Incorrect Cash Dispensed:** I have received some / none of the cash requested. Amount requested was _____ GBP, the amount received was _____ GBP.
- ☐ **Not Authorised or Participated:** I have not authorised or participated in transaction stated above.
- ☐ **Others:** My dispute does not fall into the one of these categories.

(please give full explanation regarding this dispute below, enclosing any documentation to support your claim)

ADDITIONAL INFORMATION

Important Information

- » We might not be able to help you with your reported dispute unless all the required documents are submitted with this form. Any irrelevant or missing documents could cause dispute.
- » Once we receive your complete form, you will not be charged interest until the dispute has been settled.
- » Kindly return the form to your relevant branch or email it to visa.uk@habibbank.com

DECLARATION

I confirm that the above information is accurate to the best of my knowledge.

Authorised Signatory 1

Authorised Signatory 2

Authorised Signatory 3

Name _____

Name _____

Name _____

Date

Date

Date

For Office Use Only

Officer:

Relationship/Branch Manager:

Signature _____

Signature _____

Name _____ Date

Name _____ Date

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