



Customer details

Card Name, Account Number, Card Number (Last seven digits only)

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

Disputed transaction reasons

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

- Transaction amount is incorrect
Card charged two or more times for the same purchase
Only authorised one transaction
Transaction debited from card but paid by other method
Refund not processed
Previously cancelled recurring transaction
Wish to cancel recurring transaction
ATM: cash not received/ incorrect cash dispensed
Not authorised or participated
Others

Continue overleaf



Additional information

Four horizontal lines for 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.

Signature box for Authorised Signatory

Authorised Signatory

Signature box for Authorised Signatory

Authorised Signatory

Date DD MM 20 YY

Bank internal use only (SV)

Verified by

Date DD MM 20 YY

Signature

Signature