



Customer details

Cardholder's Name As it appears on the card

Account Number

Card Number Last four 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

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#### 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](mailto:visa.uk@habibbank.com)

#### Declaration

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

Authorised Signatory

Authorised Signatory

Date 

D	D	M	M	2	0	Y	Y
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#### Bank internal use only (SV)

Verified by

Date 

D	D	M	M	2	0	Y	Y
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Signature