

CUSTOMER CARD DISPUTE FORM

I am disputing a transaction;

Customer's Name: _____

Branch _____ Account number: _____

Mobile number of customer: _____ Email Id of customer: _____

Sr. No	Transaction Date as in statement	Merchant Name (as it appears in the Bank statement/Passbook)	Bill Amount	Reference Number(RRN) as appearing in Bank Statement/Passbook.

Attach multiple forms if there are more than one transaction.

I dispute the above mentioned transaction(s) for the following reason (please tick one box only)

☐ **Duplicate Billing**

I was charged more than once for a single authorized transaction (transaction date & Amount should be same). I have done the transaction only _____ time(s) but I have been billed _____ time(s)

☐ **Paid by other means**

I paid this transaction by other means ☐ Cash ☐ Cheque ☐ Other Card as the above mentioned transaction failed.

Please enclose proof of payment by other means (i.e. cash, receipt, other credit card transaction receipt etc.)

☐ **Incorrect Amount**

The amount billed to my a/c is different from the amount that I had authorized. Transaction amount was _____ but I was billed for _____.

(Please enclose copy of transaction receipt /charge slip which you authorized).

☐ **Payment Fraud**

- (i) I have not authorized the above transaction(s) - **Yes/No**
- (ii) The card is blocked **Yes/No**
- (iii) The card is in my possession **Yes/No**
- (iv) I have lost my debit card **Yes/No**
- (v) My debit card is stolen **Yes/No**
- (vi) If answer to (v) is **YES**, I will lodge an FIR with police for the same and submit to branch by _____.
- (vii) I came to know about the unauthorized transactions by (details how the fraud was known) _____

(viii) I have received SMS for the transactions- **Yes/ No**

(ix) I have shared my confidential details like UPI PIN, Debit Card Number, Expiry Date, CVV, PIN, OTP, Password, PAN or AADHAR, Net Banking login credentials or other sensitive information - **Yes / No**

(x) I clicked on an unknown link or visited unknown/ unverified/ unsecure website – **Yes/ No**

(xi) I downloaded .apk files and installed applications from unknown sources/ links – **Yes/No**

(xii) I received suspicious call, message or email before the transaction - **Yes/No**

(xiii) Any unusual prompts or messages were received on phone before or during the transaction - **Yes/No**

☐ **Refund/ Credit not processed**

I have cancelled the transaction but credit / refund not processed /posted to my account Please find enclosed credit transaction receipt/ void slip/ merchant's letter etc as proof

☐ **ATM Withdrawal**

☐ I have tried to withdraw cash from _____. Bank ATM but cash not dispensed (ATM slip copy enclosed).

☐ I received only Rs. _____ for ATM withdrawal but my account debited for Rs. _____

☐ **Services not rendered**

Services for the transaction(s) were not rendered due to inability/ unwillingness of the merchant. I have attempted to resolve the dispute with the merchant and/or merchant's liquidator. (Please enclose proof that the dispute has been addressed to merchant with email/ postal confirmation, if any).

☐ **Transfer to incorrect account**

On _____ (Date), I carried out a transaction of Rs. _____ via _____ (Mode of transaction) to be credited to _____ (Intended Beneficiary Name) with Account Number _____. However, the funds were transferred to an incorrect account of _____ (Incorrect Account number/ Name) instead of the Intended Beneficiary.

☐ **Transaction attempt is unsuccessful but my account is debited**

I attempted to make Transaction of Rs. _____ dated (_____)through _____ (Payment mode), but it was unsuccessful. However my account has been debited with amount of (_____) with Transaction reference number _____, despite the Transaction Failure. The amount has not been reversal/refunded to my account.

☐ **Others** (Please enclose necessary document to support the dispute & brief about the same)

Customer Declaration: I hereby declare that

- All information provided above is true and to the best of my knowledge.
- I hereby authorize SVC Bank to investigate/correct the transaction(s) in dispute.
- Should the dispute be found invalid, I agree that, I may be liable for the sales slip retrieval fee and other processing charges incurred by the Bank in the course of the investigation.

Customer Signature (stamp & sign, if any): _____ Date: _____

For office use:

Acknowledgement for Dispute Form for A/C Number _____

Branch Official Name Accepting the Customer Card Dispute Form: _____

Date & Time : _____ Sign of Branch official (Employee ID stamp) : _____

Branch Stamp : _____ Card block date : _____