



# THE KALUPUR COMMERCIAL CO-OP. BANK LTD.

(Multistate Scheduled Bank)

Head Office: "Kalupur Bank Bhavan," Nr. Income Tax Circle, Ashram Road, Ahmedabad-14  
 Phone: 27582020 to 27582026 Fax: 079-27544450, 27582033

## ATM DISPUTE/POS/ECOM CHARGE BACK FORM

**Card Number**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**A/c Number**

--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--	--

**Details of disputed item/s:**

Transaction Date	Merchant Name/ATM Location	Transaction Amt	Disputed Amt

**I am disputing the transaction(s)\*listed above for the below given reason and request you to settle the cases. (Please ✓ one)**

**\*Credit with Hold Funds will be marked only for transaction's done at Merchant locations for the below disputes (Cases 1 to 6). If the aforesaid transaction(s) is deemed to be a valid transaction, Credit put to your account with hold funds will be reversed and proof of transactions will be sent to you.**

- Duplicate/multiple billing. I have done only one transaction but I was billed \_\_\_\_\_ (Twice/Thrice etc).  
**(#accepted transaction receipt)**
- Paid by other means. First I gave my card for payment and later on I changed my mind and paid by other means like by cash **(#attach cash receipt/bill)/Cheque(#attach cheque receipt/bank statement)/other card (#attach chargeslip/other card statement )**.
- The transaction Amount is Rs\_\_\_\_\_ but I was billed for Rs.\_\_\_\_\_ **(#Attach customer copy of chargeslip/sales slip)**.
- 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).
- Cancelled membership/Subscription/booking (\*\*Attach the cancellation letter which you sent to the merchant)
- I ordered goods/services and the same are expected by Date ( dd/mm/yy)\_\_\_\_\_. But I never received the same. \*\* I contacted the merchant on Date (dd/mm/yy) \_\_\_\_\_ and his response \_\_\_\_\_.
- Cash not dispensed in the ATM but I was billed for the amount.
- Received cash Rs.\_\_\_\_\_ in the ATM but I was billed for the entire amount Rs\_\_\_\_\_.
- I have not participated or authorised the above transaction(s). The card was in possession of mine at all times.
- Others (Please explain in detail. Please attach a separate letter if necessary).

**\* Credit with hold funds will not be given for all disputes arising due to misuse and fraudulent usage on cards being reported as stolen or lost.**

**\*\*For Internet / E-commerce transactions, the customer needs to first contact the Merchant & attempt to resolve the dispute.**

Declaration: I hereby confirm that the information mentioned above is true and to the best of my knowledge.

Cardholder's Name :

Place :

Signature :

Date :

Email :

Landline / Mobile No :