



## CARDHOLDER DISPUTE FORM

I am/ We are 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 annexure if there are more than two transactions.

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 for this transaction by other means Cash Cheque Other Card

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).

**Fraud**

I have not authorized the above transaction(s). The card is blocked/ not blocked and is in my possession/ lost/stolen. I will lodge an FIR with police for the same and submit to Branch by \_\_\_\_\_.

I came to know about the unauthorized transactions by (details how the fraud was known) \_\_\_\_\_

I have received SMS for the transactions – Yes / No

I have shared CVV / Card No. / Card expiry date / OTP etc – Yes / No

**Acknowledgment for Dispute Form for A/C Number** \_\_\_\_\_

Branch Official Name Accepting the Dispute Form :

Sign/Stamp of Branch official:

Branch Stamp :

Date & Time :

**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)

**Partial Cash received**

I received only (amount) \_\_\_\_\_ for ATM withdrawal but my account debited for  
\_\_\_\_\_

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

\_\_\_\_\_

**Cardholder Declaration:** I hereby declare that

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

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

**For official use:** Branch Official Name Accepting the Dispute Form: \_\_\_\_\_

Date & Time : \_\_\_\_\_ Sign/Stamp of Branch official : \_\_\_\_\_

Branch Stamp : \_\_\_\_\_ Card block date : \_\_\_\_\_

**Physical verification of the card done – Yes/ No**