



Date: \_\_\_\_\_

I am/ We are disputing a transaction

Customer Name: \_\_\_\_\_ Mb. / Ph. Number \_\_\_\_\_

Account in Branch: \_\_\_\_\_ Account Number (16 Digit): \_\_\_\_\_

SBK Card Number: \_\_\_\_\_ Email id \_\_\_\_\_

**Details of the Disputed Item (s)**

| Transaction Date | Merchant Name / ATM Location | RRN No. / Trace No. | Transaction Amount | Disputed Amount |
|------------------|------------------------------|---------------------|--------------------|-----------------|
|                  |                              |                     |                    |                 |
|                  |                              |                     |                    |                 |
|                  |                              |                     |                    |                 |
|                  |                              |                     |                    |                 |

**DECLARATION: I am disputing the transaction (s) listed above for the reason as follows:**

**Duplicate Charge (Attach copy of accepted transaction charge slip/Ticket booking History for online transactions)**

I have been charged twice for the same transaction on: \_\_\_\_\_

I incurred one transaction-dated \_\_\_\_\_ at the above merchant establishment

**ATM Cash Not Received**

Cash Not dispensed \_\_\_\_\_

Partial amount dispensed by ATM \_\_\_\_\_

**Refund / Credit Not Processed (Attach copy of Credit Voucher/Refund note/Merchant's letter or any form of merchant confirmation that the credit is due)**

Date of Credit Voucher Issuance: \_\_\_\_\_

**Paid by other means**

I paid 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 Transaction Amount (Attach copy of charge slip/document for the accepted amount) the transaction amount incurred was \_\_\_\_\_, but I have been billed for \_\_\_\_\_**

**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 \_\_\_\_\_

Others (any additional comments) \_\_\_\_\_

I have received SMS for the transactions- Yes/ No

I have shared my confidential details like CVV / Card no / card exp / OTP etc. – Yes / No

I have enclosed the following documents along with this form: \_\_\_\_\_

**Cardholder Declaration:** I hereby declare that

- All information provided above is true and to the best of my knowledge.
- I hereby authorize SBK 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.

**Cardholder's Signature**

**Stamp & Sign of Branch official**

**For official use:**

Dispute Form for A/C Number (16 Digit): \_\_\_\_\_

Branch Official Name Accepting the Dispute Form: \_\_\_\_\_

Date & Time: \_\_\_\_\_

Card block date: \_\_\_\_\_

Physical verification of the card done – Yes/ No

**Stamp & Sign of Branch official**