



HUTATMA SAHAKARI BANK LTD, WALWA

हुतात्मा सहकारी बँक लि, वाळवा

CARDHOLDER DISPUTE FORM

I am/ We are disputing a transaction

Customer Name: _____ Mb. / Ph. Number: _____

Account Branch: _____ Account Number (16 Digit): _____

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