



Date	
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**CARDHOLDER DISPUTE FORM**

Card Number (Basic/Supplementary)		Card Number (Basic/Supplementary)			
No.	Statement Date	Transaction Date	Merchant Name and Country	Amount (AED)	Amount (In Foreign Currency- it applicable)
1.					
2.					
3.					
4.					

**I hereby dispute the above-mentioned transactions) (Please tick relevant boxes)**

I certify that the charge(s) listed above have NOT been incurred by me nor have I received any goods/services through the charge(s), and the card IS in my possession

I certify that the charge(s) listed above have NOT been incurred by me nor have I received any goods/services through the charge(s), and the card IS NOT in my possession

**The card was:**

- Lost       Stolen       Never Received.

The amount of transaction is incorrect. I was charged AED\_\_\_\_\_ I should have been charged AED\_\_\_\_\_ (Enclosed is a copy of my charge slip).

I have not incurred the above charge(s) but I did engage in a transaction of AED\_\_\_\_\_ on date \_\_\_\_\_ at the same merchant outlet. (Enclosed is a copy of my charge slip).

I have been billed more than once for the charge.

I have authorized only one of these charges.

I have settled the charge directly with the Merchant Establishment through Cash / Cheque / Other (Circle One & Specify) (Enclosed is the copy of the RECEIPT issued by the Merchant Establishment evidencing direct settlement).

I expected to receive goods/services by date against the above charges) from the Merchant Establishment.

The goods/services have never been received. (Enclosed is a copy of my correspondence with the Merchant Establishment)

I returned the merchandise against the above charge (Enclosed is a copy of the postal / courier receipt evidencing return of merchandise and my correspondence with the Merchant Establishment)

I cancelled the subscription / membership / policy (circle one) against the above charges) on date.

(Enclosed is a copy of my letter/email to the Merchant Establishment & Cancellation confirmation from the Merchant Establishment).

The merchant did not process Credit / Refund as agreed (Enclosed is copy of Credit Slip / Refund document).

**HOTEL RESERVATION**

I have cancelled the reservation on date\_\_\_\_\_ under the cancellation code

I have not made any reservation

**ATM DISPUTE**

I tried to withdraw cash from ATM, but no cash was dispensed.

I tried to withdraw AED\_\_\_\_\_ from ATM, but received only AED\_\_\_\_\_ from the ATM.

Other (Please specify)

Please ensure to attach relevant documentation to support your dispute

Disputed transaction shall not be entertained without supporting documents.

We may ask in some instances to please provide your Original Cancelled Card and Passport Copies (All pages) to any Emirates NBD branch.

**Declaration**

- I hereby affirm that the information furnished above is true to the best of my knowledge.
- I agree to have my card replaced to facilitate the dispute investigation as and when directed by the Bank.
- Dispute should reach within 30 days of the statement date, otherwise the transaction will be considered as valid.

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Customer Signature (S)

Mobile Number		Email ID	
Phone Office/Residence		Fax	

**IMPORTANT**

- Please enclose the relevant statement copy duly marking the disputed amounts).
- Please include all relevant documents such as your charge slip copy, correspondence with the merchant, cash receipt etc., to enable us review further.
- Disputed transactions shall not be entertained without supporting documents.

FOR BANK USE ONLY			
Signature verified		Documents verified	
Authorized by		Input by	