



### Customer Dispute Form for Debit Card Transaction

[For Debit Card Purchase transactions [POS] / Internet [Verified by Visa] transactions]

Use a separate form or additional pages to document each dispute. The duly filled and signed dispute form can be scanned and sent via email to [customercare@dhanbank.co.in](mailto:customercare@dhanbank.co.in) or submitted to your nearest Dhanlaxmi Bank branch. If you have any queries, please call 080-67213000.

Name: \_\_\_\_\_ Card # \_\_\_\_\_ Account # \_\_\_\_\_

Txn Dt: \_\_\_\_\_ Amount: \_\_\_\_\_ Merchant Name: \_\_\_\_\_ Txn Ref # \_\_\_\_\_

Please select [ ✓ ] one of the following

- I certify that the transaction amount debited to my account was not made by me nor a person authorized by me to use my card. I did not receive any goods or services from this transaction nor did any person authorized by me.
- Although I did engage in a transaction with the above merchant, I have no knowledge of the particular transaction noted above and it was not authorized by me or anyone representing me. My card was in my possession at the time of the above transaction.
- Although I did engage in the above transaction (complete **ONE** of the following statements and provide as much detail as possible in 'Description of the incidence' below to support your statement):
  - I had done a debit card purchase transaction, however the transaction amount has been debited multiple times to my account.
  - I had done a debit card purchase transaction which was declined, however the transaction amount has been debited once / multiple times to my account.
  - I have paid the amount by alternate means however the amount has been also debited to my card account. I am enclosing the copy of the proof/details of payment made by alternate means.
  - I have never received the merchandise. I expected to receive it \_\_\_\_\_ (date.) I have since contacted the merchant on date: \_\_\_\_\_ and asked for reversal/credit of the disputed amount.
- I received a credit/void slip, but the transaction was debited to my account. I am enclosing a copy of this credit /void slip.
- I had done a transaction through internet using my Debit Card however before the transaction could complete the screen went blank/error was displayed on the page and my account was debited for the same. I confirm I did not receive the merchandise/services for the said amount. (Please provide details of the circumstances surrounding this transaction and attempts made to resolve the dispute with the merchant.)
- The Internet Transaction was cancelled by me and the merchant confirmed the amount would be refunded to my account. However the amount is still not credited to my account. I am enclosing a copy of my proof of the cancellation / communication with the merchant.
- Others (Mention the exact dispute in 'Description of the incidence' below

Description of the incidence: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

(Please use separate page for providing details, incase required)

Cardholder Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Contact # \_\_\_\_\_ Mail id: \_\_\_\_\_