



## How to Raise a Dispute in Retail Internet Banking

Customers can raise a dispute for a transaction by following these steps:

1. Log in to the Retail Internet Banking using UserID and Password.
2. Navigate to **Transactions** screen.
3. Click on **Raise Dispute button**.
4. Enter the remarks in the **Dispute Reason** field and submit your request.
5. Bank will review and process the dispute within 7 days.
6. To check the status of your dispute, click the **Dispute Status** button next to the transaction on the transaction screen.
7. Once the dispute is processed, a confirmation will be sent to your registered email ID and mobile number.
8. If the dispute is not resolved within 7 days, please contact customer care, 044-42413000, for further assistance.

## How to Raise a Dispute in Mobile Internet Banking

Customers can raise a dispute for a transaction by following these steps:

1. Log in to the DhanSmart app.
2. Navigate to **Transactions** screen and select the transaction against which dispute to be raised.
3. Click on **Raise Dispute button**.
4. Enter the remarks in the **Dispute Reason** field and submit your request.
5. Bank will review and process the dispute within 7 days.
6. To check the status of your dispute, click the **Dispute Status** button next to the transaction on the transaction screen.
7. Once the dispute is processed, a confirmation will be sent to your registered email ID and mobile number.
8. If the dispute is not resolved within 7 days, please contact customer care, 044-42413000, for further assistance.