Emirates NBD

<u>TRANSACTION DISPUTE FORM</u>

Instructions:

1. Please complete the details.
2. Please do not disclose passwords or full card number or CVV or ATM PINs in this form.
3. **Please contact Call Centre [+91 22 6153 2393] for immediate blocking of card or Online Banking user-id. UAE based customers can contact Call Centre on +971 600 54 0000. KSA based customers can contact Call Centre on +966 11 282 5599. This form is for only raising disputes on transactions.**
4. **Please email the completed form to Indiahelpdesk@emiratesnbd.com from your email ID registered with Bank. You may attach any bills or receipts for evidence and investigation.**

Mobile NO: (_____) __ __ __ __ __ __ __ __ _ *(Please fill your mobile number with country code registered with Bank)*

Email ID   : _____@_____ *(Please provide your email ID registered with Bank)*

Customer Name : _____ *(Please provide your name)*

Card No.:   __ __ __ __   *(Please enter the last four digits of card number)*

Account No.:   __ __ __ __ __ __   *(Please fill the last six digits of your account number)*

Branch: __ __ __ __ __ __   *(Please fill branch location where your account is domicile)*

Please tick the applicable channels.

☐ **I am disputing the below transaction done through my Banknet ID (Internet Banking ID).**

☐ **I am disputing the below debit card transaction.**

Disputed Transaction Details: (*Please provide details of disputed transactions below).*

Transaction Date [DD/MM/YYYY] : __/__/_____

Transaction Currency: _____   **Transaction Amount :**   --,---,----

Merchant name /ATM Location/ Beneficiary: _____

Brief details of the dispute: _____

_____

Reasons for Dispute: (*Please select the appropriate one from the below list.*)

☐   Duplicate/multiple billing. I have done only one transaction, but I was billed multiple times.

☐   I had tried transaction online, the same was not successful but the amount was debited from my account.

☐   Cash not dispensed from ATM, but I was debited for the entire amount.

☐   Less cash dispensed from the ATM but my account was debited for the entire amount

☐   Transaction cancelled and I have not received the credit/ refund for the same.

☐   The debited amount is more than the billed amount. Details are given above under **Disputed Transaction Details**.

☐   I have not participated or authorized the transaction(s) as per details given above **Disputed Transaction Details**. The card was always in my possession.

☐   I have cancelled the hotel reservation. The Cancellation Date and the Cancellation Code were given above under **Disputed Transaction Details**.

☐   The beneficiary in the Banknet was not created by me.

☐   Others -   Details given under **Disputed Transaction Details**.