$HBZ\ Visa\ Debit\ Card-Disputed\ Transaction\ Form$ $\textit{Fill in BLOCK letters and check}\ \boxtimes\ \textit{where appropriate}$



Habib Bank AG Zurich

Customer details
Card Name As it appears on the card Account Number Card Number Last seven digits only
Disputed transaction details
Please complete the transaction detail below. If you would like to report more than one disputed transaction, please provide on a separate sheet.
Merchant name
Transaction amount (GBP) Dispute amount (GBP) Transaction date D D M M 2 0 Y Y
Disputed transaction reasons
Please now select the most appropriate reason for the dispute from those listed below.
Transaction amount is incorrect The amount I authorised differs to the amount charged to my account. I have enclosed a copy of the sales voucher/invoice or other proof, that the amount charged is incorrect.
Card charged two or more times for the same purchase My account has been charged (number) times. Only (number) of these transactions were authorised by me. I have enclosed any relevant document to support this.
Only authorised one transaction I paid the merchant withGBP but not forGBP. My card was in my possession when the disputed transaction took place. I have enclosed a copy of my sales voucher/explanation as to why I don't have this.
Transaction debited from card but paid by other method I paid the merchant by (method of payment), but this transaction was also debited from my cards. I have contacted, or attempted to contact the merchant to resolve the dispute and the merchant refused to refund. I have enclosed proof of payment e.g. cash receipt, copy of front and back of cheque, other card receipt, prepaid voucher (gift card).
Refund not processed The merchant agreed to refund the account withGBP, but no refund has been processed. I have enclosed a copy of refund voucher or letter/email from the merchant confirming the refund due.
Previously cancelled recurring transaction I have previously cancelled the transaction payment with the merchant. The date of cancellation was/ I have enclosed proof of cancellation.
Wish to cancel recurring transaction I wish to cancel my recurring transaction payment with merchant for the amount ofGBP with effect from/
ATM: cash not received/ incorrect cash dispensed I have received some / none of the cash requested. Amount requested was
Not authorised or participated I have not authorised or participated in transaction stated above.
Others My dispute does not fall into the one of these categories. (Please give full explanation regarding this dispute below, enclosing any documentation to support your claim)

$HBZ\ Visa\ Debit\ Card-Card\ \&\ PIN\ Management$ $\textit{Fill in BLOCK letters and check}\ \boxtimes\ where\ appropriate$



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Additional information
 We might not be able to help you with your reported dispute unless all the required documents are submitted with this form. Any irrelevant or missing documents could cause dispute. Once we receive your complete form, you will not be charged interest until the dispute has been settled. Kindly return the form to your relevant branch or email it to visa.uk@habibbank.com
Declaration
I confirm that the above information is accurate to the best of my knowledge. Date D D M M M 2 0 Y Y Authorised Signatory Authorised Signatory
Bank internal use only (SV)
Verified by
Date DD M M 2 0 Y Y