



Customer details (Please complete in BLOCK CAPITALS)

Name of cardholder (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 (DD/MM/YYYY)

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 with GBP but not for GBP. 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 with GBP, 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 of GBP with effect from / / .

ATM: cash not received/ incorrect cash dispensed

I have received some / none of the cash requested. Amount requested was GBP, the amount received was GBP.

Not authorised or participated

I have not authorised or participated in transaction stated above.

Other

My dispute does not fall into the one of these categories.

(Please give full explanation regarding this dispute overleaf, enclosing any documentation to support your claim)

Disputed transaction reasons (additional information)

If other, please give full explanation regarding this dispute below, enclosing any documentation to support your claim.

Important 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.

Authorised Signatory	
Authorised Signatory	
Date (DD/MM/YYYY)	/ /

Bank internal use only (SV)

Verified by	
Date (DD/MM/YYYY)	/ /
Signature	



Habib Bank AG Zurich is the trading name of Habib Bank Zurich plc.
Registered office: Habib House, 42 Moorgate, London EC2R 6JJ.
Registered in England and Wales: Company registered number: 08864609.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority
and the Prudential Regulation Authority under registration number 627671.
Habib Bank Zurich plc is covered by the Financial Services Compensation Scheme.