



**ATM / POS / E-COM COMPLAINT / DISPUTE REDRESSAL FORM**

**REG: COMPLAINT/CHARGE-BACK FOR ATM/POS/ECOM TRANSACTION**

Branch \_\_\_\_\_

Complaint submission Date \_\_\_\_\_

SL	PARTICULARS	DETAILS															
1	Account Holder Name																
2	Account Number (16 digit account mandatory)																
3	ATM Card Number	5	0	8	5	-											
4	Transaction Type: (Tick correct txn type)	ATM				PoS				E-COM							
5	Transaction Details	Date of Transaction															
		Transaction (Disputed) Amount (INR)															
		ATM/PoS owner Bank															
		ATM/PoS/E-Commerce merchant Name/Location/URL															
6	Reason for disputing the transaction (Tick one) ----- Documents, wherever required is mandatory with this Dispute Form	I have been charged twice for same transaction. Duplicate Charge (Attach copy of accepted transaction chargeslip/Ticket booking History for online transaction)															
		Partial Amount of Rs. _____ dispensed instead of Rs. _____ from ATM															
		Ordered Goods or Services not received (Attach copy of order receipt/booking details)															
		Credit Not Processed (Attach copy of Credit Voucher/Refund note/Merchant's letter or any form of merchant confirmation that the credit is due) Date of Credit Voucher _____															
		Billed for No-Show Charge after Cancellation (Attach copy of proof of cancellation) Cancellation Date: _____ Cancellation Number: _____															
		Incorrect Txn Amount (Attach copy of chargeslip/document for the accepted amount).The transaction amount incurred was Rs _____, but I have been charged for Rs _____															

**DECLARATION**

I/We declare that above given information is true and correct to my/our knowledge. I/We understand that I/We can be held liable for all charges incurred if dispute raised by me is found invalid. I/We agree to pay the charges levied by the bank for the same including the cost incurred for investigation of my claim. I/We hereby agree to indemnify the Bank in case, if the Chargeback is 'REPRESENTED/REJECTED' by the acquiring Bank.

Signature of Cardholder \_\_\_\_\_ Email id: \_\_\_\_\_ Tel.No/ Mobile \_\_\_\_\_

**Please note that the applicable Retrieval Fee shall be charged per transaction to your Card Account if case does not close in your favour.**

**For Remote Data Centre Use**

Dispute Reference No- \_\_\_\_\_

We have verified the above particulars in the CBS system and NPCI Raw data file for above Transaction. The transaction nature is identified and found suspected/disputed, hence we have raised the charge back to NPCI/HDFC/Merchant.

Chargeback Entered/raised on \_\_\_\_\_ Reference no \_\_\_\_\_

Date of CB Transaction \_\_\_\_\_ Date of refund to customer \_\_\_\_\_

Representment Amount \_\_\_\_\_ Refund to Sponsor Bank \_\_\_\_\_

**Pre-Arbitration (in case the chargeback declined by acquirer)**

Chargeback Entered raised on \_\_\_\_\_ Reference no \_\_\_\_\_

Date of CB Transaction \_\_\_\_\_ Date of refund to customer \_\_\_\_\_

Representment Amount \_\_\_\_\_ Refund to Sponsor Bank \_\_\_\_\_

Sign of Maker

Sign of Checker