

To,

Card Section,
Digital Banking and Payments Dept
41/2 Trinity Circle, MG Road, Vijaya Bank Head Office
Bangalore – 560 001



CARDHOLDER DISPUTE FORM

Card Number - - -

Account Number - - -

Name _____

Mobile _____ Email ID _____

Details of the disputed transaction(s)

Transaction Date	Merchant Name / ATM Location	Transaction Type (ATM/POS/Online)	Transaction Amount	Disputed Amount	Domestic/International transaction

I am disputing the transaction(s) listed above for the following reason.

- Unauthorized Transaction:** I have not authorised the above transactions by primary or add-on card.
- Cash Not received from ATM:** Amount dispensed by ATM Rs. _____
Disputed amount is partial or full: Partial / Full (Attach charge-slip)
- Service not rendered / Goods not received:** The goods/service rendered by the merchant are not as described or not provided at all. I have attempted to resolve the dispute with the merchant. Date of services to be provided _____. (Attach order details and correspondence with merchant)
- Credit/Refund not processed:** Date of Credit slip _____ (Attach credit slip / refund note / merchant's letter or any form of confirmation from merchant)
- Duplicate/Multiple billing:** I have been charged for multiple times for the same transaction. (Attach charge slip copy of approved transaction)
- Incorrect Transaction Amount:** The transaction amount is Rs. _____ but I was billed for Rs. _____ (Attach charge slip copy of approved transaction)
- Paid by other means:** I have paid the transaction amount by other means. (Attach the evidence)
- Cancelled membership/subscription/booking:** (Attach the cancellation letter/email which you sent to the merchant)
- Failed online transaction:** Please provide the transaction details. (Attach the evidence)
Is it domestic or international transaction: Domestic International
OTP received in: Email Mobile Both Not received at all
3DS password enter in the merchant site: Yes No
- Others:** (Please explain in details in a separate letter)

Declaration: I hereby confirm that the information furnished above is true and accurate to the best of my knowledge and belief. In case this claim is determined by the bank to be false or maliciously made, I can be held liable for all charges incurred and I agree to pay the charge levied by the bank for the same including the cost incurred for investigation of my claim. Further I shall be fully responsible for the consequences which may include civil/criminal lawsuit being initiated by the bank.

Cardholder's Signature _____

Date _____

Please enclose all the relevant documents such as charge-slip, correspondence with the merchant and any supplementary documents wherever applicable and send to ccdchargeback@vijayabank.co.in and ccdcell@vijayabank.co.in