

Transaction Dispute Form

Date : _____

Name	
Card Number (mandatory)	
Phone Number (This is important to allow us to get in touch with you for further clarification)	

Details of Disputed Item(s)

TRANSACTION DATE	MERCHANT/SHOP/ESTABLISHMENT NAME/ ATM LOCATION	TRANSACTION AMOUNT (Rs.)	DISPUTED AMOUNT (Rs.)

I am disputing transaction(s), mentioned above due to the following reasons **(please tick the appropriate reason(s))**. Request you to resolve the dispute.

1. I have neither authorized nor participated in the above transaction(s). The card was in my possession at all times. **I Authorize SBI Card to block my Credit card as per the VISA/MASTERCARD norms.**
2. My card was lost/stolen on ___/___/___ at ___ a.m/p.m and I've reported the same to SBI Card on ___/___/___ at ___ a.m/p.m by way of _____ **(Attach copy of FIR filed with Police, if any).**
3. Duplicate/multiple billing: I have done only one transaction but I was billed _____ (Twice/Thrice etc). **(Attach accepted transaction receipt, showing the actual amount).**
4. Changed the payment mode: First I gave my card for payment and later on I 'd changed my mind and paid by **Cash** (attach cash receipt/bill) / **Cheque** (attach cheque receipt/bank statement) / **Other card** (Attach Chargeslip/other card statement).
5. The transaction Amount was Rs. _____, but I was billed for Rs. _____ **(Attach copy of Chargeslip/Sales slip/Statement of card account).**
6. Transaction got cancelled, but I have not received the credit/refund for the same **(Attach credit slip/refund note/merchant's letter or any form of merchant's confirmation that the transaction was cancelled and the credit was due to you).**

7. Cancelled Membership/Subscription/Booking, but I have been billed for Rs. _____ **(Attach the cancellation letter which you sent to the merchant).**
8. I'd ordered goods/services and the same were expected by date ___/___/___, but I never received the same. I contacted the merchant on date ___/___/___ and their response was _____
_____ **(Please specify as to what good(s) or service(s) were expected. Please also attach correspondence with merchant for order status).**
9. The goods supplied/serviced by the Merchant are not as described: The item(s) purchased or service(s) paid for do not conform to what was agreed to have been supplied by the merchant or was/were defective. **(Please specify as to what good(s) or service(s) were expected & what were actually delivered. Enclose any documentation that supports your claim. Please return the goods to the merchant & provide proof of returned goods, Copy of correspondence with merchant, Terms & Conditions of Contract/delivery and nature of defect etc).**
10. Cash not dispensed in the ATM but I was billed for the amount of Rs. _____ / Cash dispensed partially in the ATM for Rs. _____ but I was billed for the entire amount of Rs. _____ **(Attach copy of ATM slip).**
11. Others **(Please explain in detail. Please attach a separate letter, if necessary).**
12. I do not remember the transaction. Kindly retrieve chargeslip / documents for my reference. I agree to pay charges specified by SBI Card in this regard.

Declaration :

I declare that above given information is true and correct to the best of my knowledge. I understand that I can be held liable for all charges incurred before the time of reporting of loss/theft and also, if dispute raised by me is found invalid. I agree to pay the charges levied by SBI Card for the same.

Any Additional Comments:

Primary Cardholder's Signature _____

IMPORTANT NOTES:-

- (i) On receipt of the disputed claim along with the relevant supporting documentation requested within the stipulated time (25 days) from the date of disputed transaction, we will take up the matter with the member bank and request them to provide the details on the basis of which the disputed charge was processed to your card account.
- (ii) On receipt of clarifications from member bank regarding the disputed charge we shall revert to you with the clarifications on the dispute, which takes normally around 30 to 45 days' time in accordance with the VISA/ MASTERCARD Rules.
- (iii) SBI Card may request the customer to provide a signed progressive feedback letter or further clarification on the dispute after review of the documentation provided by the member bank on the dispute, which is required to progress the dispute further with the member bank.

(iv) In case we do not hear from you by the stipulated revert date, the disputed transaction shall be construed to be in order, and we shall be constrained to close the matter at our end.

(v) **Request to the Cardholder:** Please attach copies of your correspondence with the Merchant, charge-slips wherever applicable and any supplementary documents pertaining to the transaction/s, as appropriate.