



We understand your world

## Cardholder Dispute Form

To  
The Charge back unit, HDFC Bank,  
O-2, I Think Techno Campus,  
Near Kanjurmarg Station,  
Kanjurmarg East, Mumbai 400042  
Fax: 022-30751580.

### Card Number

4 1 6 0 2 1 0 3 0 3 2 1 7 6 6 8

### A/c Number

0 9 9 0 1 0 5 0 0 0 1 7 9 3

### Details of disputed item/s:

Transaction Date	Merchant Name/ATM Location	Transaction Amt	Disputed Amt
06/08/17	KRISHNA PARK KHANPUR 15:59	10000/-	10000/-
06/08/17	KRISHNA PARK KHANPUR 19:41	500/-	500/-
06/08/17	KRISHNA PARK KHANPUR 14:44	10,000/-	10,000/-
06/08/17	KRISHNA PARK KHANPUR 17:16	10,000/-	10,000/-

I am disputing the transaction(s)-listed above for the below given reason and request you to settle the cases. (Please ✓ one)

\*Credit with Hold Funds will be marked only for transaction's done at Merchant locations for the below disputes (Cases 1 to 6). If the aforesaid transaction(s) is deemed to be a valid transaction, Credit put to your account with hold funds will be reversed and proof of transactions will be sent to you.

- Duplicate/multiple billing. I have done only one transaction but I was billed \_\_\_\_\_ (Twice/Thrice etc). (#accepted transaction receipt)
- Paid by other means. First I gave my card for payment and later on I changed my mind and paid by other means like by cash (#attach cash receipt/bill)/Cheque (#attach cheque receipt/bank statement)/other card (#attach chargeslip/other card statement).
- The transaction Amount is Rs \_\_\_\_\_ but I was billed for Rs \_\_\_\_\_ (#Attach customer copy of chargeslip/sales slip).
- Transaction cancelled and 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).
- Cancelled membership/Subscription/booking (\*\*Attach the cancellation letter which you sent to the merchant)
- I ordered goods/services and the same are expected by Date ( dd/mm/yy) \_\_\_\_\_. But I never received the same. \*\* I contacted the merchant on Date (dd/mm/yy) \_\_\_\_\_ and his response \_\_\_\_\_
- Cash not dispensed in the ATM but I was billed for the amount.
- Received cash Rs \_\_\_\_\_ in the ATM but I was billed for the entire amount Rs \_\_\_\_\_.
- I have not participated or authorised the above transaction(s). The card was in possession of mine at all times.
- Others (Please explain in detail. Please attach a separate letter if necessary).

\* Credit with hold funds will not be given for all disputes arising due to misuse and fraudulent usage on cards being reported as stolen or lost.

\*\*For Internet / E-commerce transactions, the customer needs to first contact the Merchant & attempt to resolve the dispute.

Declaration: I hereby confirm that the information mentioned above is true and to the best of my knowledge.

Cardholder's Name : WILSON M. DIMONTE Place : MUMBAI  
 Signature : Date : 7/8/17  
 Email : wilsondimonte@gmail.com Landline / Mobile No : 9820961375

\*Please note that a Retrieval Fee of Rs.100/- shall be charged per transaction to your account if the disputed transaction turns out to be valid.