

Application for consideration of a disputed transaction

(*Marked fields are required)

*Surname, first name and patronymic of the user _____

*IIN number _____

*Payment card number: _____ *Validity date _____

#	*Original amount of the transaction	*Disputed amount	*Authorization code	*Name and location of the service center	*Transaction date, dd-mm-yy
1					
2					
3					

***I do not agree with the operation/operations listed in the table for the following reason:**

(please select one of the proposed items):

- Failed payment of cash deposit via ATM;
The amount is intended for the repayment of the loan YES NO
- The requested amount was not dispensed in the process of cash withdrawal via ATM;
- The transaction is carried out without the participation of payment card holder;
- Duplicate/Multiple Billing;
- Cancelled Recurring transaction;
- Credit from merchant not received to bank account;
- Goods/Services not received, transaction amount debited from the account;
- Paid by other means;
- Transaction amount differs;
- Other.

Please provide details of the case:

Hereby, I confirm that:

- ✓ **In case of need I have no objection of Law-Enforcement Agencies participation in the investigation of these unauthorized transactions;**
- ✓ **I give my consent to notify me by phone to the number indicated in the Application in the event of positive resolution of dispute case;**
- ✓ **If dispute case is rejected, written response to be sent;**
- ✓ **Informed about payment cards conditions and safety measures, ways of Application apply and the procedure for its consideration;**
- ✓ **Give my consent to provide the card transaction details to a third party, if it is required to resolve the dispute.**

(Please select one of the proposed items):

- to the e-mail address specified in the Application;
- to the postal address specified in the Application.

*Signature of the payment card user: _____ *Date of application: _____ (dd-mm-yy)

Contact phone number: _____ E-mail: _____

*Postal address: _____

To be filled out by the Bank:

«Received»	Surname, first name and patronymic:	Date:	Signature: