



# Habib Bank AG Zurich

## Debit Card Dispute Form

(fill in **BLOCK & TICK CHECK BOX** letters appropriately, All fields are Mandatory)

Date     
 day month year

The Manager, \_\_\_\_\_ Branch, Kenya.

### Customer Account Details

Customer Account Number \_\_\_\_\_ 20 digits

Account Title \_\_\_\_\_

Name of Card holder \_\_\_\_\_ Card Number (last 8digits)

### Disputed Transaction Details

Please complete the transactions details below.  
If you would like to report more than one disputed transaction, please provide on a separate sheet.

Merchant Name

Transaction amount (KES/USD)       Dispute amount (KES/USD)       Transaction Date

### Disputed Transaction reasons

Please now select the most appropriate reason for the dispute for those listed below

- Transaction amount is incorrect**  
The amount I authorised differs to the amount charged to my account. I have enclosed a copy of the sales voucher/invoice or the proof, that the amount charged is incorrect.
- Card charged two or more times for the same purchase.**  
My account has been charged \_\_\_\_\_ (number) times. Only \_\_\_\_\_ (number) of these transactions were authorised by me. (I have enclosed any relevant document to support this)
- Only authorised one transaction**  
I paid the merchant with \_\_\_\_\_ KES/USD, but not for \_\_\_\_\_ KES/USD. My card was in my possession when the disputed transaction took place. I have enclosed a copy of my sales voucher/explanation as to why I don't have this.
- Transaction debited from card but paid by other method**  
I paid the merchant by \_\_\_\_\_ (method of payment), but this transaction was also debited from my card. I have contacted, or attempted to contact the merchant to resolve the dispute and the merchant refused to refund. I have enclosed proof of payments e.g cash receipt, copy of front and back of cheque, other card receipt, prepaid voucher (gift card).
- Refund not processed**  
The merchant agreed to refund the account with \_\_\_\_\_ KES/USD, but no refund has been processed. I have enclosed a copy of refund voucher or letter/email from the merchant confirming the refund due.
- Previously cancelled recurring transactions**  
I have previously cancelled the transaction payment with the merchant. The date of cancellation was \_\_\_/\_\_\_/\_\_\_\_. I have enclosed proof of cancellation.
- Wish to cancel recurring transactions**  
I wish to cancel my recurring transaction payment with merchant for the amount of \_\_\_\_\_ KES/USD with effect from \_\_\_/\_\_\_/\_\_\_\_)
- ATM: Cash not received/incorrect cash dispensed**  
I have received some/none of the cash requested. Amount requested was \_\_\_\_\_ KES/USD, the amount received was \_\_\_\_\_ KES/USD.
- Not authorised or Participated**  
I have not authorised or participated in transaction stated above.
- Others**  
My dispute does not fall into the one of these categories (please give full explanation regarding this dispute below, enclosing any documentation to support your claim)
- Additional information** \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

### Important information

- We might not be able to help you with your reported dispute unless all the required documents are submitted with this form. Any irrelevant or missing documents could cause delay or hinder resolution of the dispute.
- Kindly return the form to your relevant branch.

### Declaration and Signature

I confirm that the above information is correct and I agree you may request any further information as you may deem necessary, my card existing or replacement is subject to and shall be used in accordance with the Terms and Conditions governing the use of Debit card(s)

\_\_\_\_\_  
Authorized signatory

For official use

Signature \_\_\_\_\_

Verified by \_\_\_\_\_