

Card Transaction(s) Dispute Form

Card Number : _____ Transaction Date : _____
 Merchant Name : _____ Dispute Amount (AED): _____
 Card Holder's name : _____ Reference Number : _____
 Mobile Number : _____ Telephone Number : _____

I wish to dispute _____ number of transaction(s) with a total value of AED _____ debited against the above specified card account for the following dispute reason:

(Please tick only one of the following options that appropriately fit your particular dispute).

- Unauthorized transaction** : I neither authorized nor participated in the transaction and the card
- Was in my possession at the time of fraudulent Lost / Stolen: Date _____ Place _____
- Never received Others _____
- ATM / POS Cash advance disputes** :
- Full Amount** : I have attempted to withdraw cash using my LARI card from the ATM (details mentioned below) however no fund was disbursed by the ATM at the time of performing the transaction(s)
- Partial Amount** : I have attempted to withdraw cash using my LARI Card from the ATM (details mentioned below); however I only received AED _____ as partial disbursement by the ATM at the time of performing the transaction(s).

Bank Name : _____ ATM Location : _____

Cash Requested : _____ Cash dispensed by ATM : _____ ATM / POS TID No : _____

Multiple Debits : I did use the specified card at the Merchant; however I have been charged an additional amount of AED _____ that I did not incur nor authorize the transaction against my card.

Paid by Other means : Due to unforeseen circumstance I paid for the specified transaction(s) by other means: _____ Attached is a copy of the receipt confirming proof of Payment by the other means.

Difference in Amount : The amount on my sales slip differs from the amount billed. Attached is my receipt showing the correct amount, the difference in amount is AED _____

Goods not received or not received as ordered/ described: I did not receive the goods as per the agreed delivery terms offered by the merchant relating to the specified card number and transactions. I contacted the merchant on date _____ and I enclose a copy of my letter sent to the merchant with other invoices and documents in which I attempted to resolve the matter.

Credit not reflected for a refund or void transaction: I received a credit of AED _____ on date _____ which has not been processed. I have contacted the merchant to resolve this matter and attached a copy of the credit transaction receipt.

Disputed card transaction - Cancelled Subscription / Recurring payments: The merchant was authorized to deduct automatic payments from my account. However, I/We have contacted the merchant to cancel/attempt to cancel the subscription / re-curing payments. I/We have attached a copy of my instructions to the merchant to cancel my subscription/ re-curing payments.

Others : If none of the above describes your dispute, please attach a covering letter detailing the exact nature of your enquiry, ensuring that all relevant invoices and documents are provided.

Declaration: I hereby affirm that the information furnished above along with enclosures is true to the best of my knowledge and also confirm that in case the dispute charges do pertain to my card account. I would be liable to pay the disputed amount along with interest and retrieval charges as applicable. I acknowledge that Lari Exchange may charge a fee for dispute processing, if found that the transaction was done by authorized cardholder or correctly charged/dispensed.

Card Holder's Signature: _____ Date: _____

FOR LARI EXCHANGE INTERNAL USE ONLY

Remarks : _____

Credit to Card : Yes Reason _____

No Reason _____

Recommended by : _____ Approved by : _____