

# Multi-Currency Forex Card Holder Dispute Form



Please fill the form in Black Ink and in CAPITAL LETTERS

Date          
D D M M Y Y Y Y

Card Number                       
Please enter the first and last 4 digits.

IDFC FIRST Bank Customer ID

## Details of Disputed Transactions:

Sr.No.	Transaction Date (DD/MM/YYYY)	Merchant Name/ ATM Location	Transaction Amount	Disputed Amount	Transaction reference number
1					
2					
3					

I am disputing the listed transactions made through the card mentioned above owing to the following reasons and request you take up the case/s with the acquiring banks of the said merchants:

- ☐ Duplicate/Multiple Billing. I have made only one transaction but I was billed  (Twice/Thrice etc.)
- ☐ The Goods/Services rendered by the merchant are not as described. The items purchased or services paid for, do not confirm to what was agreed to have been supplied by the merchant or was defective. (Please specify as to what goods/services were expected and what were actually delivered. Enclose any documentation that supports your claim. If you returned the merchandise to the merchant, please provide us with proof of return, such as postal/courier receipt and correspondence with the merchant.)
- ☐ I had tried a transaction online, the same was not successful but the amount was debited from my card.
- ☐ Cash not dispensed by the ATM, but my card was debited for the entire amount (attach the transaction receipt).
- ☐ Less cash of ₹  dispensed from ATM, but my card was debited for ₹  (attach the transaction receipt).
- ☐ Transaction was cancelled and I have not received the credit/refund for the same. (Attach credit slip/refund note/merchants letter or any form of merchants confirmation that the transaction was cancelled and the credit was due to you.)
- ☐ Paid by other means. I first handed my card to make the payment and later on I changed my mind and paid by other means like cash (Attach cash receipt/bill), cheque (Attach cheque receipt/bank statement), or other card (Attach charge slip / other card statement), instead.
- ☐ Cancelled membership/subscription booking. (Please attach the cancellation proof / communication with merchant).
- ☐ I ordered goods and services and the same are expected by (dd/mm/yy). But I never received the same. (Attach the proof of order placed / communication with merchant)
- ☐ The transaction amount is ₹  and I was billed for ₹  (attach the transaction receipt).
- ☐ I have not participated or authorized the above transactions. The card was in my possession at all times.  
Hotel Reservation  
(A) I have cancelled the reservation. The cancellation date being  and the cancellation code is   
(B) I have not made or authorized any reservations/or availed services.
- ☐ My card was lost/stolen on \_\_/\_\_/\_\_ (DD/MM/YY). I have got the card blocked on \_\_, \_\_, \_\_ (DD/MM/YY).
- ☐ Others

(Please explain in detail. Please attach necessary supporting document)

CB-BB/45/02-2020/0

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IDFC FIRST  
Bank

### REQUEST TO CARDHOLDER

Please attach copies of your correspondence with the merchant, charge slips etc., and any supplementary documents pertaining to the disputed transaction, as appropriate.

Annexures: (Please tick as appropriate)

☐ Correspondence copy with Merchants

☐ Charge Slips ☐ Any other supplementary documents (Please specify)

### DECLARATION & SIGNATURE

I hereby confirm that the averments made by me within this form are bona-fide and the information provided is true and accurate to the best of my knowledge and belief. I authorize the Bank to investigate the disputed transaction(s) and understand that the resolution process will be conducted in accordance with the Bank's policies and RBI guidelines. In case this claim is determined by the bank to be false or maliciously made, I shall be fully responsible for consequences which may include civil/criminal lawsuit being initiated by the bank.

Place

Date

  
D D  
M M  
Y Y Y Y

Tel (+91)

  
STD

Customer Signature

### FOR BANK USE ONLY

Service Request No.

Employee ID

Name of the Branch Official

Sourcing Branch Code

Signature of the Branch Official