



# Electronic Transaction Dispute Form

(Please print clearly)

## A CUSTOMER DETAILS

Customer Name:  Account Number:

Domicile Branch:  Card Number:  ENTER FULL CARD NUMBER

Card Type:  Visa Debit Card  Visa Credit - Personal  UPI Business  Other: \_\_\_\_\_

Contact Information: (H)  (M)

Has the card been:  Lost  Stolen

Was the card signed?  Yes  No

Reported to Police?  Yes  No

Email:

## B TRANSACTION DETAILS

DATE	TRANSACTION INFORMATION	FOREIGN AMOUNT	LOCAL AMOUNT

## C REASON FOR DISPUTE

I did authorise this transaction, however, haven't received any goods or services. They were expected on \_\_\_\_\_. I have documentation supporting this...  Yes  No

I cancelled my subscription on \_\_\_\_\_ by letter/email/fax. I have documentation supporting this...  Yes  No

I have a credit for \_\_\_\_\_ on \_\_\_\_\_ which has not been processed. I have documentation supporting this....  Yes  No

Goods received on \_\_\_\_\_ were returned to the merchant on \_\_\_\_\_ and no credit has been received.

I only authorised one transaction for \_\_\_\_\_ on \_\_\_\_\_. This is a possible duplication.

The amount appears to have been altered from \_\_\_\_\_ to \_\_\_\_\_. I have documentation supporting this...  Yes  No

Neither I nor any additional/joint cardholder have authorised or participated in this transaction from the above merchant nor received any goods or services.

I am unsure about this transaction and would like more details including merchant name.

I paid for the goods by other means (describe how goods were paid). \_\_\_\_\_. I have documentation supporting this...  Yes  No

Customer Signature

## D BANK USE (Email completed form to: [TCS\(Card Operations\)<TCSCardsOperations@bsp.com.pg](mailto:TCS(Card Operations)<TCSCardsOperations@bsp.com.pg))

Completed By:  Salary Number:  Date:

Customer Signature verified? Yes  No

Staff Signature: