

CHEQUE AND DEBIT CARD

Dispute and Outstanding Authorisation Reversal Request



PERSONAL INFORMATION

Cardholder name: _____ Surname: _____

Contact number: _____ Email: _____

Card number: _____
Only complete first 7 digits and last 4 digits of your card number

Account number: _____

TRANSACTIONS INFORMATION

Merchant / ATM name: _____ Transaction date: _____

Amount: _____

- The transaction reflects on my statement and I dispute the above-mentioned transaction for the following reason (tick applicable box):
- I declare that an authorisation is reserved on my account and hereby request RMB Private Bank to reverse the authorisation due to (tick applicable box):

Merchant / ATM transaction

- I attempted to withdraw funds at the ATM but the ATM did not give me any cash. (Attach proof of ATM slip.)
- I attempted to withdraw funds at the ATM but the ATM only paid out an amount of R (Attach proof of ATM slip.)
- I returned the goods to the merchant and received and received a credit voucher, which does not appear on my account. (Attach credit voucher.)
- I only did one transaction at this merchant. (Attach a copy of transaction slip.) I did not authorise the additional transaction.
- Transaction was paid for in another way. (Attach proof of payment.)
- My transaction was declined, but the funds were still reserved or deducted from my account. (Attach declined slip.)
- Copy of the transaction voucher needed. (I have no objection to the standard fee [R75 for local and R250 for international transactions] per voucher being requested.)

Travel and entertainment

- I made a hotel / vehicle hire booking, but cancelled the booking. (Attach proof of the cancellation letter sent to and acknowledged by merchant.)
- I made a hotel / car rental booking and the deposit was reserved on my account. The final transaction was processed on my account on for an amount of R (Attach proof of payment.)

Mail / Telephone / Online Purchase

- I supplied my card details by mail, telephone or Internet order for a purchase. I tried to contact the merchant to stop the payment more than 30 days ago. (Attach copy of communication to merchant / service provider.)
- I never received the merchandise that I have been debited for. I attempted to solve the dispute with the merchant more than 30 days ago. (Attach copy of communication to merchant / service provider.)
- I returned the merchandise. (Attach a copy of the return slip.)



Declarations - by signing this form I confirm the following:

1. If proof is obtained that I did authorise the disputed transactions, I will be legally responsible to pay the required fees (R70 for Local and R240 for International purchases), other related charges and the transaction (in the event that the transaction was previously reversed and re-processed to my account as a result of the dispute).
2. All information and documents that I have given RMB Private Bank are true, authentic and correct.
3. I understand that by requesting RMB Private Bank to reverse the authorisation it will not prevent the merchant from processing the transaction

Date: _____ Client signature: _____

Full Name _____

FOR OFFICE USE ONLY

Form submitted by _____

Employee no: _____ Branch code: _____

To prevent any delays in processing the dispute, please ensure that all supporting documentation is attached where required. Email this form to ServiceSuite@rmbprivatebank.com or fax to 0860 67 4444.