

CREDIT CARD

Dispute Form



PERSONAL INFORMATION

Cardholder name: _____ Surname: _____
Contact number: _____ Email: _____
Card number: _____
Account number: _____

TRANSACTIONS INFORMATION

Merchant / ATM name: _____ Transaction date: _____
Amount: _____

I have checked my statement and I dispute the above-mentioned transaction for the following reason (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 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.)
- Request for copy of the transaction voucher from the merchant. (Kindly note that we will charge a fee for requesting a copy of the transaction voucher from the merchant. Please refer to the Pricing Guide which is available at any RMB Private Bank Branch or on our website www.rmbprivatebank.com)

Travel and entertainment

- I made a hotel / vehicle hire booking, but cancelled the booking. (Attach proof of the cancellation letter.)
- I made a hotel booking, stayed at the hotel and was charged a "No Show". I attempted to resolve the dispute with the merchant more than 30 days ago. (Attach copy of communication to merchant.)

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 resolve 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.)



Your Declarations - by signing this form I confirm the following:

1. I will be legally responsible to pay the required fees should RMB Private Bank request a copy of the transaction vouche from the merchant on my behalf. (Please refer to the Pricing Guide which is available at any RMB Private Bank Branch or on our website www.rmbprivatebank.com.)
2. All information and documents that I have given RMB Private Bank are true, authentic and correct.

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.