

Electronic Transaction Dispute Form

(Please print clearly)

A CUSTOMER DETAILS

Customer Name: Account Number:

Domicile Branch: Card Number: Enter last 6 digits of the card no.

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 |
|----------------------|-------------------------|----------------------|----------------------|
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text"/> |

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

Completed By: Salary Number: Date:

Customer Signature verified? Yes ☐ No ☐

Staff Signature: