

Dispute Letter	Version 1
	Effective since ...

First name, last name

Card number

Please investigate the details of transaction specified hereunder, the amount of which has been charged to my account.

Transaction date, Authorization code	Merchant	Currency	Amount

Please, specify the reason that suits most. If necessary, specify the details on the reverse side of the letter. Kindly attach all available supporting documents (slips).

- Please, provide the slip copy.
- I did not make, nor did I authorize anyone to make this charge. I have not made any phone or mail orders. Kindly charge back the amounts of the disputed transaction.
- I was charged twice for the same transaction. The actual amount of the POS transaction made by me is _____. Kindly charge back the disputed amounts.
- The amount on the slip has been modified. The actual amount of the POS transaction made by me is _____. Kindly charge back the disputed amounts.
- The ATM hasn't dispensed cash but the amount has been charged to my account.
- Other. Please, specify on the reverse side of the letter.

_____ (signature)

For the Client Managers Service use only

Cardholder identified

/ /200

To be processed by _____ (signature)