

Cardholder Dispute Form

To

The Charge back unit, HDFC Bank,
O-2, I Think Techno Campus,
Near Kanjurmarg Station,
Kanjurmarg East, Mumbai 400042
Fax: 022-30751580.

Card Number

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A/c Number

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Details of disputed item/s:

Transaction Date	Merchant Name/ATM Location	Transaction Amt	Disputed Amt

I am disputing the transaction(s)*listed above for the below given reason and request you to settle the cases. (Please ✓ one)

*Credit with Hold Funds will be marked only for transaction's done at Merchant locations for the below disputes (Cases 1 to 6). If the aforesaid transaction(s) is deemed to be a valid transaction, Credit put to your account with hold funds will be reversed and proof of transactions will be sent to you.

1. Duplicate/multiple billing. I have done only one transaction but I was billed _____ (Twice/Thrice etc).
(#accepted transaction receipt)
2. Paid by other means. First I gave my card for payment and later on I changed my mind and paid by other means like by cash (#attach cash receipt/bill)/Cheque(#attach cheque receipt/bank statement)/other card (#attach chargeslip/other card statement).
3. The transaction Amount is Rs. _____ but I was billed for Rs. _____ (#Attach customer copy of chargeslip/sales slip).
4. Transaction cancelled and I have not received the credit/refund for the same (Attach credit slip/refund note/merchant's letter or any form of merchant's confirmation that the transaction was cancelled and the credit was due to you).
5. Cancelled membership/Subscription/booking (**Attach the cancellation letter which you sent to the merchant)
6. I ordered goods/services and the same are expected by Date (dd/mm/yy) _____. But I never received the same. ** I contacted the merchant on Date (dd/mm/yy) _____ and his response _____.
7. Cash not dispensed in the ATM but I was billed for the amount.
8. Received cash Rs. _____ in the ATM but I was billed for the entire amount Rs. _____.
9. I have not participated or authorised the above transaction(s). The card was in possession of mine at all times.
10. Others (Please explain in detail. Please attach a separate letter if necessary).

* Credit with hold funds will not be given for all disputes arising due to misuse and fraudulent usage on cards being reported as stolen or lost.

**For Internet / E-commerce transactions, the customer needs to first contact the Merchant & attempt to resolve the dispute.

Declaration: I hereby confirm that the information mentioned above is true and to the best of my knowledge.

Cardholder's Name :

Place :

Signature :

Date :

Email :

Landline / Mobile No. :

*Please note that a Retrieval Fee of Rs.100/- shall be charged per transaction to your account if the disputed transaction turns out to be valid.