



Digital Transaction Dispute Form

To, The Branch Manager, _____ Branch	Cardholder's Name																			
	A/c No.																			
	Contact No.					9	1													

Email																				
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ATM Card Number																				
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(applicable only for ATM Debit Cardholder Only)

Details of Disputed Transaction/s										
S. No.	Transaction Date			Transaction Type (ATM/POS/ECOM/IMPS/UPI)	Transaction Number	Transaction Amount	Disputed Amount			
1	dd	mm	yy							
2	dd	mm	yy							
3	dd	mm	yy							

Please fill in the correct transaction details for disputed transactions hereunder. You may refer your statement of account for information. Please use reverse side of the form if you are unable to accommodate all the disputed transactions:

I wish to inform you that the above mentioned transaction/s is/are disputed transaction/s. You are requested to note and resolve the same.
Kindly (√) the appropriate reason/option from the below list

- I have transferred the funds and amount got debited from my account but beneficiary account is not yet credited. (UPI / IMPS)
- I have done only one transaction by _____ but my account is debited _____ (Twice/ Thrice etc).
- I have done an online transaction, which is an unsuccessful transaction but the amount is debited from my account.
- The Cash is not dispensed from ATM but the amount is debited to my account.
- A cash amount of Rs. ₹ _____ is partially dispensed from ATM machine as against the full amount of withdrawal of Rs. ____/- which is debited to my account.
- A Transaction is cancelled but 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).
- The transaction amount is ₹ _____ but I am billed for ₹ _____ .
- I have not participated or authorized the above transaction(s). The card was in my possession at all times. (Attached complaint letter and FIR copy and reported to Cybercrime cell.)
- Expecting credit to my account _____ but the funds have not been credited. (UPI /IMPS/.....)
- Others (Please explain in detail. Please attach a separate letter if necessary) _____

Note: Credits may be given for all disputes arising due to misuse and fraudulent usage on cards being reported as stolen or lost, subject to the facts, details and eligibility of the respective case.

Declaration: I have read, understood and agreed to be bound by all the terms and conditions of the Bank.

Signature of Authorised Account Holder

**** Customer Acknowledgment ****

We acknowledge the receipt of the Digital Dispute Transaction.

**Branch Complaint
Token No. (BCTN)**

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Mr /Mrs./ M/S. _____ on ____/____/____.

Stamp & Signature

Date of Form Acceptance : / /

Authorised Signatory of the Bank



Digital Transaction Dispute Form

Branch Complaint Token No. (BCTN)		Date of Complaint : / /20
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Complaint Subject (ATM/IMPS/UPI/POS-ECOM)	
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Gist of the Complaint

Signature of Authorised Account Holder

Date: / / 20