

CARDHOLDER DISPUTE FORM

After filling this form, please sign and send to Customer Support via Zendesk.

Cardholder Name-Surname _____

Contact Number and e-mail _____

Card Number (First 6 and last 4) _____ / _____ ** / * * * * * / _____

My card is in my position: YES NO

My card is closed and listed as Lost/Stolen/Fraud: YES NO

- ◆ Please list all the disputed transaction(s) below. If there are more than 4 disputed transactions, please enclose the details of the transactions you could not write here in secondary page.

Transaction Date (DD/MM/YYYY)	Merchant/Terminal Name	Transaction Amount/Currency	Disputed Amount/Currency*

**If dispute is partial, please indicate in this field*

- ◆ Please click only one dispute reason below which is the most appropriate. (For each different dispute reasons, you must fill separated forms)

1	<input type="checkbox"/>	I neither authorized nor participated the transaction.
2	<input type="checkbox"/>	The same transaction was processed more than one times (...) on my statement. Please indicate the number here and write original transaction above just once.
3	<input type="checkbox"/>	Credit voucher was not processed to my account. However, I attempted to contact with merchant, it hasn't been resolved. (Please attach all related documents.)
4	<input type="checkbox"/>	I've cancelled my agreement/reservation, but transaction amount wasn't refunded. I attempted to contact with merchant. (Please attach all related cancellation documents, e-mailings etc.)
5	<input type="checkbox"/>	I haven't received service/merchandise. I attempted to contact with merchant, but it hasn't been resolved. (Please attach all supporting documents.)
6	<input type="checkbox"/>	The transaction was paid by other means. I attempted to contact with merchant, it hasn't been resolved. (Please attach all supporting documents like proof of other payment transactions.)
7	<input type="checkbox"/>	I could not withdraw the cash amount. Please indicate if full or partial amount is disputed.
8	<input type="checkbox"/>	Other reason-Please explain:

*** You may also use "Other" section for further details of your above disputes between 1 to 7.*

I indicated the reason of my dispute above, please investigate and take necessary actions accordingly. Please inform me about result of the dispute case.

Date (dd/mm/yyyy):/...../.....

Cardholder Sign: