

# 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.

- Duplicate/multiple billing. I have done only one transaction but I was billed \_\_\_\_\_(Twice/Thrice etc).  
**(# accepted transaction receipt)**
- 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 ).
- The transaction Amount is Rs\_\_\_\_\_but I was billed for Rs.\_\_\_\_\_ (# Attach customer copy of chargeslip/ sales slip).
- 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).
- Cancelled membership/Subscription/booking (\*\* Attach the cancellation letter which you sent to the merchant)
- 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 \_\_\_\_\_.
- Cash not dispensed in the ATM but I was billed for the amount.
- Received cash Rs.\_\_\_\_\_ in the ATM but I was billed for the entire amount Rs\_\_\_\_\_.
- I have not participated or authorised the above transaction(s). The card was in possession of mine at all times.
- 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 I nternet / 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.**