

Cardholder Dispute Form/ Charge Back

Cardholder Name:

Card Type : Debit Credit

Date

Card Number:

Transaction Date:

Merchant Name:

Amount :

I received my statement of card account dated

I do not agree to the above transaction due to the reason ticked below. Please investigate and take appropriate action.

I have been charged more than once on

I did not authorize or perform the above transaction and the card is lost/stolen/ / in my possession all the time
(Please provide full copy of the passport if transaction took place outside UAE).

I did not perform the above transaction but I did perform another transaction for AED from the merchant on

The enclosed credit voucher has been credited to my account.

I have paid for the transaction by other means (Cash –Cheque–Other Credit Card) and proof of payment is attached.

I ordered Goods /Service relating to the above transaction and I have not received the Goods /Service, within the agreed time frame per "agreement /contract" (copy attached).

I have received the goods but those are not as described in the order /agreement (copy attached).

I am not sure of the transaction. I need a copy of the sales voucher (transaction receipt).I understand that copy request from T & E merchant i.e. Airlines, Hotel, Car rental etc. will cost AED 100/-& other merchants AED 25/- per copy which I authorize you to debit to my A/C.

I have tried to withdraw the above amount from the ATM but I did not get the money or/ got only

Others

In connection with my above claim, I fully understand that any amount refunded to me is provisional pending final outcome of investigations. Further, should the transaction prove to be true and genuine, it is understood that the amount will be re-billed to my account and any other charges raised due to the investigation, will also be paid by me to Noor Islamic Bank PJSC.

Signature Contact No. : Date:

Copies of the following documentation attached: