

CARD TRANSACTION DISPUTE FORM

CUSTOMER INFORMATION								
Credit/Deb	it Card #	Date (dd-mm-yyyy)	Cus	tomer Name				
Customer	Phone #	Home Phone *	1	Business Phone *	Ext.	Cell Phone		
E-mail Add	iress			Reference Service Rec	quest Number			
TRAN	SACTION AND MERCH	ANT INFORMATIO	ON					
Transa	ction Date (dd-mm-yyyy)	Transaction Amount	(\$)	Merchant Name				
SELEC	CT (✓) TYPE OF DISPU	TE						
□ Do not recognize – I neither incurred nor authorized the above transactions.								
☐ Fr	ee Trial Offer – You <u>must</u> cont	act the merchant prior to disp	outing the charge,	and you <u>must</u> provide pro	oof of cancellation withi	in the free trial period.		
	Item(s) ordered							
	Method of enrolment (Mail, Phone or Internet) Free trial enrolment date (dd-mm-yyyy) Free trial offer was good through (dd-mm-yyyy)							
	Cancellation date (dd-mm-yyyy)	Cancellation #	Merch	nandise was returned <i>(dd</i> -	-mm-yyyy) – Please att	ach proof of return (postal receipt)		
	Merchant's response	•						
□ Me	embership Cancellation - Ple	ease provide a copy of lette	r, email or fax no	tifying the merchant of ca	ancellation			
	Merchant was notified on (dd-m	m-yyyy) Cancellatio	on date (dd-mm-y	ууу)	Cancellation #			
	Reason for cancellation							
	Where you advised of a cancellation policy? ☐ No ☐ Yes ⇒ If Yes, what were you told?							
□ Do	puble Posting - Only one trans	·			•			
	Valid transaction amount (\$)	Post date (dd-mm-	-уууу)	Invalid tr ansaction	on amount (\$)	Post date (dd-mm-yyyy)		
□ Me	☐ Merchandise was returned – You must attempt to return the merchandise prior to exercising this right. Please attach signed proof of return, credit slip or postal receipt.							
	Item(s) ordered							
	Reason for return							
	Merchandise was received (dd-r	тт-уууу)	N	Merchandise was returned	(dd-mm-yyyy)			
	Merchant's response							
	, -···							

Merchandise not received – Please steerpt to contact the merchant prior to disputing the change.	SELE	SELECT (✓) TYPE OF DISPUTE (Cont'd)						
Expected delivery date (dd mm-yyyy) Merchant's response I was overcharged for the purchases - Pease include a copy of the signed sales recept. Valid transaction amount (\$)	☐ Merchandise not received – Please attempt to contact the merchant prior to disputing the charge.							
I was overcharged for the purchases - Please include a copy of the signed sales receipt.		Item(s) ordered						
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Valid transaction amount (\$) Post date (dd-mm-yyyy)								
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Valid transaction amount (\$) Post date (dd-mm-yyyy)								
Credit did not post to my account - Please enclose a copy of the dated credit slip or notice of credit from the merchant and a detailed explanation of your dispute. Paid by another method - You must provide proof of different method. Merchant was notified on (dt-mm-yyyy)		I was overcharged for the purchases – Please include a copy of the signed sales receipt.						
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Merchant's response Card was: LOST STOLEN	□ P	Paid by another method - You must provide proof of different method.						
Card was: LOST STOLEN Date Lost or Stolen (dd-mm-yyyy) Date the card was reported lost or stolen to the Bank: Date (dd-mm-yyyy) ICICI Office Date (dd-mm-yyyy) ICICI Office Date (dd-mm-yyyy) Location: Police report and or occurrence number required if card is stolen. Attach a copy of the report. Does anyone have access to your Personal Identification Number (PIN)? Does anyone have access to your Personal Identification Number (PIN)? No Yes => if Yes, who? Have you ever allowed anyone to use your ATM/Debit Card? No Yes => if Yes, who? ATM dispute - Provide proof, if any, of attempts or transaction slips. ATM transaction attempted by me: partially dispensed cash (in CAD dollars) partially dispensed cash (in CAD dolla		Merchant was notified on (dd-mm-yyyy)						
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How did you recognize the disputed charge on your card?								
☐ Physical statement ☐ e-statement ☐ Call from bank ☐ SMS from bank ☐ Email from bank ☐ Identified by self								
Other (specify):								

Additional Comments						
ACKNLEDGEMENT AND SIGNATURE						
I declare that the information provided on this form is true and correct.						
r declare that the information provided on this form is tide	and correct.					
X	X					
Customer's Signature (required)	Customer's Initials (required)	Date (dd-mm-yyyy)				