

## CARDHOLDER DISPUTE FORM

To, **Federal Bank Card Disputes Operations Department** Aluva|Kerala. NAME: **CARD NUMBER (MASKED):** CARD TYPE: VISA / MASTERCARD/ MAESTRO / RUPAY ACCOUNT NUMBER: I am disputing the following transaction(s) for the reason given below and request you to settle the case(s): **DETAILS OF DISPUTED ITEM(S):** MERCHANT NAME (ECOM & POS Related Transactions) / TRANSACTION S.No TRANSACTION DATE **BANK NAME & LOCATION (For ATM Related Transactions) AMOUNT** You can use a separate annexure if disputed transactions are more than specified in box above Please select the most appropriate one: **☐** Unauthorized Transactions: ☐ I have neither Authorized nor participated in the above transactions. I confirm that the card is still in my possession. ☐ My Card was lost / stolen on ☐ I have given my Card & credentials with my family members or friends. ☐ I haven't shared Card & credentials with my family members or friends. ☐ I have received call from unknown person and asked me the details of Card details, CVV & OTP and I have shared the details to unknown person. ☐ My Mobile Phone was lost / Stolen on ☐ Others (Please explain in detail. Please attach a separate letter if necessary) (\*) - Mandatory Email/Phone / Fax: \_\_\_\_\_ Date

## **DECLARATION**

I declare that above given information is true and correct to my knowledge. I understand that I can be held liable for all charges
incurred if dispute raised by me is found invalid or maliciously made, I shall be fully responsible for the consequences which may
include civil/criminal lawsuit being initiated by bank and also I agree to pay the charges levied by the bank for the same including
the cost incurred for investigation of my claim. The Bank may contact me whenever it requires any further information.

Email/Phone / Fax:	Date :	
Cardholder's Signature		

## **CHECKLIST**

S.No	Reason	Documents
1	Unauthorized Transactions	Customer Letter, FIR or Acknowledgement