

CARDHOLDER DISPUTE FORM



To,
Federal Bank Card Disputes
Operations Department
Aluva|Kerala.

NAME: _____

CARD NUMBER:

CARD TYPE: VISA / MASTERCARD/ MAESTRO / RUPAY

				X	X	X	X	X	X	X	X				
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ACCOUNT NUMBER:

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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):

S.No	TRANSACTION DATE	MERCHANT NAME (ECOM & POS Related Transactions) / BANK NAME & LOCATION (For ATM Related Transactions)	TRANSACTION 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 : _____

Cardholder's Signature

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