

**Dispute Claim Form**

**Head of Cards & Digital Payments Division**

**Date:**

NCC Bank PLC.  
13/1-2 Toyenbee Circular Road,  
Motijheel C/A,  
Dhaka-1000

|                        |  |  |  |  |   |  |  |              |  |  |  |  |  |  |  |  |  |  |
|------------------------|--|--|--|--|---|--|--|--------------|--|--|--|--|--|--|--|--|--|--|
| <b>Card Number</b>     |  |  |  |  |   |  |  |              |  |  |  |  |  |  |  |  |  |  |
| <b>Cardholder Name</b> |  |  |  |  |   |  |  |              |  |  |  |  |  |  |  |  |  |  |
| <b>Account Number</b>  |  |  |  |  | - |  |  |              |  |  |  |  |  |  |  |  |  |  |
| <b>Mobile No</b>       |  |  |  |  |   |  |  | <b>Email</b> |  |  |  |  |  |  |  |  |  |  |

**Dispute Type:**  NCCB ATM  Other ATM  E-com/POS  Net Banking  CRM Deposit  NCC Always

**Details of Disputed Transaction/s**

| Transaction Date(D/M/Y) | Transaction Amount | Claim Amount | Merchant Name/Bank Name | Transaction Time |
|-------------------------|--------------------|--------------|-------------------------|------------------|
|                         |                    |              |                         |                  |
|                         |                    |              |                         |                  |
|                         |                    |              |                         |                  |
|                         |                    |              |                         |                  |
|                         |                    |              |                         |                  |

**I would like to inform you that I am claiming above transaction/s as dispute for below mentioned reason. Requesting you to resolve the dispute and refund the amount to my account urgently.**

- Cash was not dispensed from ATM but I was billed for the entire amount or Account debited
- ATM dispensed partial amount of BDT .....
- I have made only one transaction but I was billed.....(Twice/Thrice)
- I have not participated or authorized the above transaction/s
- Transaction cancelled/ Merchant promised me a refund credit for the listed charges, but I have not received the credit
- My card has been charged but I have not received the merchandise or service for the transaction/s
- Others: -----  
-----  
-----

**Request to the Cardholder:** Please attach copies of your correspondence with the merchant, or any documents relating to the transaction/s as appropriate. Cardholder must notify to bank within 60 days for the dispute transaction from the date of transaction.

**Declaration:** I never shared PIN/OTP/CVV or card related any information with anyone.

**Resolution:** As per VISA/NPSB/Q-Cash dispute resolution guideline claim will settle.

Signature:

Date:

For Branch Use Only

Signature:

Bank Officer's ID:

Contact/P. A. Number:

Signature of the Branch Official with P. A. number & Seal