

### Transaction Dispute Claim Form

**Head of Card Division**

 NCC Bank Limited  
 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>										

**Details of Disputed Transaction/s:** (Dispute claim must be reported within 30 days of transaction date)

Sl. No.	Transaction Date & Time	Merchant Name/ATM Location	Transaction Amount	Disputed Amount

I am disputing transaction/s listed above due to the following reasons. Request you to resolve the dispute as per the prevailing rules.

- Cash was not dispensed from ATM but I was billed for the entire amount or Account debited.
- ATM dispensed partial amount of BDT ..... but I was billed for the entire amount BDT .....
- Duplicate/multiple billing. I have done only one transaction but I was billed ..... (Twice/Thrice).
- I have not participated or authorized the above transaction/s. I have not purchased or ordered merchandise in person, by phone, or by mail, nor have I received any goods or services from this merchant.
- Transaction cancelled/ Merchant promised me a refund credit for the listed charges, but I have not received the credit/refund for the same **(Attach credit slip/refund note/merchant's letter or any form of merchant's confirmation that the transaction was cancelled and the credit was due to you.**
- My card has been charged for the transaction listed above, but I have not received the merchandise or service **(Attach merchant's letter/bill copy).**
- Others- if none of the above reasons apply, please explain in details attaching a separate letter, if necessary:

**Request to the Cardholder:** Please attach copies of your correspondence with the merchant, charge-slips wherever applicable and any supplementary documents pertaining to the transaction/s as appropriate.

**Declaration:** I hereby confirm that the averment made by me within this form are bona-fide and the information provided is true and accurate to the best of my knowledge and belief.

<b><u>BRANCH USE ONLY</u></b>			
<b>Authorized Officer</b>	<b>Deputy Manager/ Manager</b>	<b>Cardholder's Signature</b>	
<b><u>HEAD OFFICE ONLY</u></b>			
Is customer's claim correct:			
<input type="checkbox"/> Yes <input type="checkbox"/> No			
<b>Case ID:</b>			
<b>Case Checker</b>	<b>Case Initiator</b>	<b>Transaction Approver</b>	<b>Ops/Accounts Manager</b>