

To,
 The Manager Operations
 ICICI Bank Ltd.
 Electronic Sadan - IV (ES-4), MIDC,
 TTC Industrial Area, Mahape,
 Navi Mumbai - 400 710
 Fax : 022 - 6646 6683

Cardmember Dispute Form

CARDNUMBER

DETAILS OF DISPUTED ITEM Charge details shown in my statement dated _____

TRANSACTION DATE	MERCHANT NAME	TRANSACTION AMOUNT	DISPUTED AMOUNT
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

I am disputing the transaction(s) listed above for the reason as follows and request you to settle the cases

- I neither incurred nor authorised the above transactions
- I have been charged twice for the same transaction
- I incurred one transaction dated _____ at the above merchant establishment However I have not incurred or authorised the transactions listed above.

Attached is my copy of chargeslip for the genuine transaction.

- The transaction amount incurred was _____, but I have been billed _____

Attached is my copy of Chargeslip showing the actual amount.

- I have never received the ordered merchandise whose Delivery Date was _____

Attached is a copy of my letter to the merchant attempting to resolve the dispute.

- My Hotel reservation was cancelled on _____ However I have been billed a No-Show Charge. The cancellation number is _____

- I already paid the transaction amount by other means and the evidence is enclosed Paid by Cash / Cheque / DD / Credit card # _____ dt _____

Enclosed is a copy of my Cash Memo / Bank Statement / Payment Counterfoil / Card Statement.

- The credit voucher was issued on _____ but not processed to my account.

Attached is a copy of my Credit / Refund Slip / Cancellation letter from merchant establishment.

- ATM Transaction attempted by me did not dispense cash for Rs _____
- ATM Transaction attempted by me partially dispensed cash for Rs _____

Attached is my copy of ATM slip.

- Others (any additional comments)

I have enclosed the following documents along with this form:

1. _____
2. _____
3. _____

PLEASE NOTE: A written proof needs to be given by the card holder showing that he/she had contacted the merchant concerned and attempted to resolve the dispute, before raising it.

DECLARATION

I hereby affirm that the information furnished above is true to the best of my knowledge.

My card was in my possession and control at the time of the questioned transactions.

Name: _____

Phone / Fax: _____

Date: _____

Cardholder's Signature