

To,  
The Manager operations  
Airtel Payment Bank  
Airtel centre, plot no.16  
Udyog Vihar phase IV Gurugram

Date:

Card member Dispute form

CARD NUMBER

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DETAILS OF DISPUTE ITEM:

TRANSACTION DATE	MERCHANT NAME	TRANSACTION AMOUNT	DISPUTE AMOUNT
_____	_____	_____	_____
_____	_____	_____	_____
_____	_____	_____	_____

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

- ☐ I neither incurred nor authorized the above transactions
- ☐ Cancelled Membership/Subscription/Booking. (Attach proof of cancellation)
- ☐ I have charged twice for the same transaction
- ☐ The transaction amount incurred was \_\_\_\_\_, but I have been billed \_\_\_\_\_ Attached is my copy charge slip showing the actual amount.
- ☐ I have never received the ordered merchandise whose deliver date was \_\_\_\_\_ attached is 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 in enclosed Paid by Cash/UPI/Cheque/Credit card \_\_\_\_\_ dt \_\_\_\_\_ enclosed is a copy of my cash memo/Bank statement/card statement
- ☐ ATM transaction attempted by me did not dispense cash for Rs. \_\_\_\_\_ ☐ attached is my copy of ATM slip. ATM slip not generated ☐
- ☐ ATM transaction attempted by me partially dispense cash for Rs. \_\_\_\_\_ attached is my copy of ATM slip.
- ☐ I have cancelled the transaction(s)/returned the goods, but have not received credit/refund for the same (Attach Credit Voucher/Refund note/Merchant's letter or any form of merchant's confirmation that the credit is due to the card account)
- ☐ Others (any additional comments) \_\_\_\_\_

**DECLARATION**

I hereby affirm that the information furnished above is the true to the best of my knowledge. I understand that I can be held liable for all charges incurred if dispute raised by me is found invalid. The Bank may contact me whenever it requires any further information

Name

Mobile No

Cardholder's Signature

Date

Mandatory: PLEASE FORWARD SIGNED & FILLED CDF FOR RESOLUTION

Email ID: card.ops@airtelbank.com

