



DISPUTE FORM

Name _____ Mobile / Landline Number _____
SBI Card Number _____ Email id _____

Details of the Disputed Item (s)

| Transaction Date | Merchant Name | Transaction Amount | Disputed Amount |
|------------------|---------------|--------------------|-----------------|
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DECLARATION: I am disputing the transaction (s) listed above for the reason as follows:

Duplicate Charge (Attach copy of accepted transaction chargeslip/Ticket booking History for online transactions)

I have been charged twice for the same transaction on: _____

I incurred one transaction-dated _____ at the above merchant establishment

ATM Cash Not Received

Cash Not dispensed _____

Partial amount dispensed by ATM _____

Paid for Goods by Other Means- (Attach copy of cash memo/ bank statement/other bank card statement)

Cash Cheque / DD/ Credit card # _____ Date _____

Ordered Goods or Services not received (Attach copy of order receipt/booking details)

Tickets/merchandise not received. Expected Delivery Date: _____

Credit Not Processed (Attach copy of Credit Voucher/Refund note/Merchant's letter or any form of merchant confirmation that the credit is due)

Date of Credit Voucher Issuance: _____

Billed for No-Show Charge after Cancellation (Attach copy of proof of cancellation)

Cancellation Date: _____ Cancellation Number: _____

Incorrect Transaction Amount (Attach copy of chargeslip/document for the accepted amount)

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

Fraudulent Transaction(s) (card blocking mandatory)

Neither me nor my family members incurred or authorized the above transactions.

My card was lost / stolen on date _____ and was reported to SBI Credit Cards on date _____

Other Comments _____

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. I agree to pay the charges levied by the bank for the same including the cost incurred for investigation of my claim. By ticking the option for fraudulent transaction(s), I permit SBI Cards to de-activate the card on which the fraudulent transaction(s) took place.

Cardholder's Signature _____

*** Please note that a Retrieval Fee of Rs. 225 (plus service tax as applicable) shall be charged per transaction to your Card Account if case does not close in your favour.**