

DISPUTED TRANSACTION FORM

PART A: Please fill in ALL fields below in BLOCK CAPITALS

Cardholder's Name & Surname	
Card Number	
Please select the most appropriate:	<input type="checkbox"/> Card was in my possession at the time of the transaction <input type="checkbox"/> Card was Lost / Stolen

PART B: Disputed Transaction Details

If you are disputing more than seven (7) transactions, please provide the transaction details on a separate sheet.

Transaction Date	Merchant Name	Transaction Amount <i>(in transaction currency)</i>
____/____/____		
____/____/____		
____/____/____		
____/____/____		
____/____/____		
____/____/____		
____/____/____		

PART C: Disputed Transaction Reasons

Please select the most appropriate reason for the dispute:

1. FRAUDULENT TRANSACTION(S)

☐ I never authorised or participated in any of the transactions listed above/marked with an asterisk on the attached separate sheet.

2. GOODS OR SERVICES NOT RECEIVED OR AS DESCRIBED

☐ I have attempted to contact the merchant but I have been unsuccessful in resolving the dispute with them.

I authorised these transactions but the goods/services:

☐ Were not received.

☐ Were not as described and were returned to merchant/cancelled. ☐ YES ☐ NO (*select applicable*)

☐ Were faulty and were returned to merchant/cancelled. ☐ YES ☐ NO (*select applicable*)

☐ Were previously cancelled.

I provide the following relevant documentation to support the above claim:

☐ Copy of original invoice/contract to explain goods/services ordered.

☐ Terms & Conditions of purchase.

☐ Copy of all correspondence with supplier/service provider.

☐ Proof that goods were returned to supplier.

3. ATM CASH NOT RECEIVED / INCORRECT CASH DISPENSED

☐ I have received some / none of the cash requested. Amount requested was _____ the amount received was _____.

4. PAID BY OTHER MEANS

☐ I paid the merchant by _____ (method of payment), but this transaction was also debited to my card. I have contacted or attempted to contact the merchant to resolve the dispute and the merchant refused to refund.

I have enclosed proof of payment (e.g. cash receipt, other card receipt)

5. REFUND NOT PROCESSED

☐ The merchant agreed to refund the card with the amount of _____ but no refund has been processed. I have enclosed a copy of the refund voucher or letter/email from the merchant confirming a refund is due.

6. RECURRING TRANSACTION

☐ I have previously cancelled the transaction payment with the merchant _____ (name) on ____/____/____ (date). (If you have proof of cancellation please provide copies)

7. SAME PURCHASE CHARGED TWO OR MORE TIMES

☐ My account has been charged _____ (number) times. Only _____ (number) of these transactions were authorised by me. (If you have any relevant documentation to support this please provide copies)

8. TRANSACTION AMOUNT IS INCORRECT

☐ The amount I authorised differs from the amount charged to my account. I have enclosed a copy of the sales vouchers/invoice or other proof, that the amount charged is incorrect.

9. ONLY AUTHORISED ONE TRANSACTION

☐ I authorised one transaction with the merchant for _____ (transaction currency & amount) but not for _____ (transaction currency & amount). My card was in my possession when the disputed transaction(s) took place. (Please enclose a copy of the sales voucher, if you have it)

10. OTHER

☐ My dispute does not fall into one of these categories.

(Please give a full explanation regarding this dispute below, enclosing any documentation to support it. If you require more space, provide it on a separate sheet and attach it to this form)

PART D: Declaration

I hereby confirm that the information provided is true to the best of my knowledge.

Cardholder's Signature:

Date:

Completed form, together with the required documents, to be returned to Hellenic Bank Public Company Ltd, Card Services Fraud & Chargebacks, by email to cardservices.fraud@hellenicbank.com or by hand to any Hellenic Bank Branch.