

DISPUTE FORM

Debit Card



Name : _____ BCB Debit Card No: _____

Mobile No: _____ Email Id: _____

Details of the Disputed Item/s

Transaction Date	Merchant Name/ ATM Location	Transaction Type (ATM/POS/Internet)	Transaction Amount	Disputed Amount

I am disputing the transaction(s) above for the reason(s) as follows: (Provide details in Description space below)

Internet E-Commerce / Shopping Transactions:

- Transaction debited multiple times to my Account whereas I did only _____ number of transaction(s).
(Attach copy of accepted transaction chargeslip/ Ticket Booking History for online transaction)
- Transaction not completed but my Account was debited and the amount was not re-credited to my Account.
(Attach any valid document showing the details of the failed transaction.)
- I did a transaction for Rs. _____ but an amount of Rs. _____ was debited to my Account.
(The above dispute is not for surcharge of 2.5% on transactions like fuel, rail ticket booking etc or any such surcharge or top up as per debit card terms)
(Attach copy of chargeslip/ document for the accepted amount)

ATM Transactions: (Attach copy of chargeslip)

- Full Amount NOT received Partial Amount received
Transaction amount : Rs. _____ Received Amount : Rs. _____

Fraudulent Transactions : (Card blocking Mandatory)

- Neither me nor my family members performed or authorized the above transaction(s).
- My card was lost / stolen on date _____ and was reported to the Bank on date _____
However, my account was debited for Rs. _____ as after blocking my card.

Description of transaction made/disputed :

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(Please use separate page for providing details, if required)

I declare that the above given information is true and correct to my knowledge. I understand that I can be 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 The Bharat Co-operative Bank (Mumbai) Ltd to deactivate the card on which the transaction(s) took place. I understand that a Retrieval Fee of Rs.225/- plus service tax per transaction shall be charged to my account if the case does not close in my favour.

Date : _____

Place : _____ Cardholder's Signature