

CARDHOLDER DISPUTE APPLICATION FORM



PLEASE FILL THE FORM IN CAPITAL LETTERS

Date: | |

Customer Name:

Credit Card No.: X X X X X

Additional Mandatory Information (Customer Id (For Account Holders) / Registered mobile number / Registered Email ID)

I am disputing the transaction(s) listed for the below given reason and request you to settle the case(s).

Transaction Date	Merchant Name	Transaction Amount	Dispute Amount

Dispute Reasons: Please tick Only the most appropriate option

- Not Authorized :** I have **neither authorized nor participated** in the transaction.
Card Status: Card was in my possession Lost / Stolen on _____ at _____ Card was never received
- Duplicate Billing:** I have done only ____ transaction(s) but I was billed ____ (No. of times).
- Paid by Other Means:** Cash/Cheque/Other Bank Debit or Credit Card. **(Proof enclosed)**
- Goods / Services not received:** I have ordered for _____ on _____ and the expected date of delivery was _____ but I have not received the goods / services as on _____ and I have contacted the merchant on _____.
- Mail Correspondence with the merchant. Product Description **(Proofs enclosed)**
- Failed Transaction:** I have attempted the above transaction, but it was unsuccessful. However my account has been charged. I have contacted the merchant on _____. Mail Correspondence with the merchant Product Description **(Proofs enclosed)**
- Defective Product / Product Not As Described:** I am disputing the goods/services received as Defective / Not as Described.
 Mail Correspondence with the merchant. Product Description of what goods/ services were expected and what was received. I have returned the product to the merchant on ____ by ____ and requested the merchant for refund.
 I have contacted the merchant on _____ and attempted to return the product. **(Proofs enclosed)**
- Cancelled Transaction:** I had cancelled the Membership/Subscription/Booking on _____ against the above charge.
 Mail Correspondence with the merchant Cancellation code provided by merchant _____ **(Proofs enclosed)**
- Credit not received:** Merchant has given a refund confirmation void / credit slip for an amount Rs. _____ on _____ However The credit is still not reflecting in my statement. I received a debit instead of a credit.
 Mail Correspondence with the merchant. Confirmation or void/credit slip attached **(Proofs enclosed)**
- Difference in Amount:** I was debited for _____ whereas the actual transaction amount was _____ **(Proofs enclosed)**
- ATM - Cash Not Dispensed:** Cash was not dispensed by the ATM but my account was debited for _____ on _____.
- ATM - Partial Cash Not Dispensed:** I received cash for _____ but my account was debited for _____ on _____.
- Others (Please explain in detail):** _____

I declare that above given information is true and correct to my knowledge. In case, if any of the information mentioned above is found to be incorrect and misleading, YES BANK has the right to reject the dispute. I understand that I can be held liable for all charges incurred if dispute raised by me is found to be invalid. I agree to pay the charges levied by YES BANK for the same including any cost and expenses incurred for investigation of my disputed transaction(s). YES BANK may contact me whenever it requires any further information and I agree to co-operate with YES BANK in every manner possible.

Signature : _____

Signature : _____

Card member Name : _____

Add-on Card member Name: _____

Please download and print this form, and send it across to the below address:

To,
 Credit Cards Division,
 YES BANK Ltd.,
 YES BANK Towers,
 Plot No. 14,
 3rd Main Road,
 Ambattur Industrial Estate,
 Ambattur, Chennai - 600058.