

**CUSTOMER (TRANSACTION) DISPUTE FORM**

To,  
 YES BANK LTD  
 DIRET BANKING OPERATION  
 INDIA BULLS FINANCE CENTRE,  
 TOWER II, 8<sup>th</sup> Floor, ELPHINSTONE (WEST)  
 SENAPATI BAPAT MARG,  
 MUMBAI - 400013.

Debit card No.:

Date:

Account No.:

I am disputing the transaction(s) listed for the below given reason(s)

Transaction Date	Merchant Establishment Name	Transaction Amount	Dispute Amount

**Dispute Reasons: Please tick Only the most appropriate option**

- I have **neither authorized nor participated** in this transaction(s).
  - Card was **not in my possession** and was lost/stolen/not received (tick as appropriate)
  - Duplicate/Multiple billing.** I have done only \_\_\_\_ transaction(s) but I was billed \_\_\_\_\_ (No. of times).
  - Paid by other means** (enclose proof of payment made by cash/cheque/other bank card)
  - Goods/Services not received** - I expected to receive goods / services by \_\_\_\_\_ against the above charge(s) from the Merchant Establishment. I have not received the same on time and have contacted the Merchant Establishment (herewith providing copy of my correspondence with the Merchant Establishment)
  - Failed Transaction(s):** I have attempted the above transaction(s), but it was unsuccessful. However my account has been debited.
  - Defective Product / Product not as described:** I am disputing the goods/services received as Defective / Not as Described.
  - Returned** the product to Merchant on \_\_\_\_\_ (date) by \_\_\_\_\_ (mode) (please enclose proof)
  - Cancelled Transaction:** I had cancelled the Membership/Subscription/Booking on \_\_\_\_\_ against the above charge (please enclose cancellation proof)
  - Credit not received:** Merchant has given a refund confirmation void / credit slip for an amount of Rs. \_\_\_\_\_ on \_\_\_\_\_ (please enclose proof)
  - Difference in Amount charged:** I was debited for \_\_\_\_\_ whereas the actual transaction amount was \_\_\_\_\_ (please enclose a copy of the bill)
  - Cash not dispensed** by the ATM but my account was debited for the amount.
  - Cash Withdrawal - Difference in amount** - Received cash of Rs. \_\_\_\_\_ from the ATM whereas I have been billed for Rs. \_\_\_\_\_.
- HOTEL RESERVATION**
- I have cancelled the reservation on dt. \_\_\_\_\_ under the cancellation code \_\_\_\_\_.
  - I have not made any reservation
  - Others** (Please explain in detail. Please attach a separate letter if necessary).
- \_\_\_\_\_
- \_\_\_\_\_

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.

Account Holder Name: \_\_\_\_\_

Account Holder Signature: \_\_\_\_\_