

Debit/Pre-paid Card - Dispute Registration Form (ATM/POS Transactions)

To Branch Manager YES BANK Ltd,

----- (Name of the Branch)

----- (Name of the City)

1. Customer Information

| | |
|----------------|--|
| Name | |
| Account Number | |
| Card Number | |

2. Merchant/ATM Information

| | |
|---|--|
| ATM BANK/Merchant Name | |
| ATM/Merchant Location (if E-Commerce Transaction - Mention The Website Name) | |

3. (A) Nature Of Complaint

| | |
|---------------------------------|-----|
| Amount Transacted | Rs. |
| Amount Debited from account | Rs. |
| Date of transaction (MM/DD/YY) | |
| Time of Transaction | |
| Complaint Description | |

3. (B) Card Capture by ATM

3. (C) Other Complaints:-

Note:

- Separate forms needs to be submitted for each disputed transaction.
- Form to be submitted at the nearest YES BANK Branch
- Copy of the VOID Charge-slip to be submitted along with the form, if available (apply for POS transactions).
- If Cardholder did not received merchandise that was to be shipped or delivered, Card holder should try to contact merchant to resolve & state the merchant response (apply for POS transactions)

Date:

Contact Tel./Mobile No:

(Signature of the card holder)