



Transaction Dispute Form

Date _____ Credit card number _____

Customer name _____ Customer number _____

I dispute the following transaction(s):

Disputes should be reported within 30 days from the statement

Transaction Date	Merchant Name	Transaction Amount	Currency

Reason for dispute

- Transaction not recognized:
 - Merchant name
 - Merchant location
 - Transaction date
 - Transaction amount¹
- Unauthorized internet/ phone order/ mail order transaction
- Debit instead of credit
- Altered amount²
- Incorrect transaction currency
- Duplicate billing - I have already been billed for the transaction on dd mm yyy
- I have paid for the transaction by other means²
- Returned merchandise that did not match the description at time of purchase²
- Returned merchandise that was received damaged or defective²
- Transaction was cancelled on dd mm yyy with cancellation number _____²
- Cash not dispensed at ATM. Bank name: _____ Branch: _____
- Refund/credit not received (Please provide copy of credit voucher)
- I have not received the ordered merchandise (Please provide copy of merchant's delivery terms and any correspondences made by you with the merchant, if any)
- Cancelled recurring transaction/subscription. I have cancelled this on dd mm yyy (Please provide cancellation letter sent to the merchant)
- Other (Please specify) _____

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

Important Note: These request(s) are subject to the dunia terms and conditions, a copy of which is available at dunia offices or alternatively upon request or alternatively may be viewed on dunia's website at www.dunia.ae. Additionally, for all Credit Card procedures and requests the terms and conditions of the issuing association will also apply. There may be fees or charges for the request(s).

Customer signature

¹ Should the dispute investigation require retrieval of the Sales Draft(s) of the disputed transaction(s), the cardholder will be charged a fee of AED 50.00 for each Sales Draft retrieved.

² Attach relevant documentation to support the dispute, without which dispute will not be processed.

For office use only

Date _____ Service request number _____

Recipient name _____ Documents signed and attached Yes No

Recipient signature _____