

Transaction Dispute Form

Card Number

						X	X	X	X	X	X								
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Merchant Name	Transaction Date	Transaction Amount

I hereby dispute the above mentioned for the following reason (Please check relevant box)

Neither did I participate nor did I authorize the transaction. My card was in my possession at the time of the transaction.

I did not authorize the above Internet / Phone / Mail Order transaction.

I have been debited twice / more than twice.

I cancelled the transaction in writing / phone (dd/mm/yy)

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and the cancellation number is

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I returned the goods on (dd/mm/yy)

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The refund / credit has not been processed to my account.

The refund / credit has been posted as a debit to my account.

I paid for the transaction by other means Cash Cheque Others.

I did not receive the goods / service which was expected by (dd/mm/yy)

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The amount of the charge was for _____ and not _____
Enclosed is the copy of the charge slip, which shows the correct amount.

I certify that the ATM transaction was not completed (Cash was not dispensed / dispensed partially) but transaction amount has been billed to my account.

Other (Please specify) _____

- Please attach relevant documents to support the dispute, without which the dispute will not be processed.
- Disputes should reach within 14 days of the statement date else transaction will be treated as correct.
- I understand and authorize First Abu Dhabi Bank (FAB) to debit my credit card with a fee of AED 25.00 for the retrieval of the Sales Draft, if the merchant proves the disputed transaction to be valid.

Primary / Supplementary Cardholder Name : _____

Phone : _____ Mobile : _____ Fax : _____

I hereby certify that the information furnished above is true to the best of my knowledge.

Customer's Signature : _____ Date :

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DD MM YY

Email this application to contactus@dubaifirst.com Terms and conditions apply

For official use only:

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