



# Visa Business Card Disputed Transaction Form

## SECTION A: ORGANISATION INFORMATION

Organisation (*entity*) Name \_\_\_\_\_  
 Trading Name (*if applicable*) \_\_\_\_\_  
 Investment Promotion Authority (IPA) Registration Number \_\_\_\_\_

## SECTION B: CARDHOLDER DETAILS

Cardholder Name \_\_\_\_\_ Account Number \_\_\_\_\_ Card Number       .....

## SECTION C: DETAILS OF DISPUTED TRANSACTION

Channel Used

- ATM  Online  
 EFTPoS  Cardless

Amount \_\_\_\_\_ Date of Transactions \_\_\_\_\_  
 Time of Transactions \_\_\_\_\_ Specify details \_\_\_\_\_

## SECTION D: CUSTOMER AGREEMENT AND DECLARATION

I acknowledge and confirm that the contents of this form are true and correct.

Name \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

## BANK USE ONLY

### 1. Attachment

- Letter of complaint  Customer Receipt  Bank Statement  Further advise if more than one transaction (below)

Dispute Number \_\_\_\_\_ Branch where dispute lodged \_\_\_\_\_  
 Customer Identification Number (CIF) \_\_\_\_\_  
 Name of Verifying Officer \_\_\_\_\_ Signature \_\_\_\_\_ Date \_\_\_\_\_

### 2. To be completed by EB Dispute officer

Postilion Realtime transaction Number \_\_\_\_\_ Batch Number \_\_\_\_\_  
 Serial Number \_\_\_\_\_ Postilion Transaction Date \_\_\_\_\_  
 Postilion Transaction Time \_\_\_\_\_ Action taken to resolve dispute \_\_\_\_\_

### 3. Deciding Factors

- Customer negligent with PIN  Unreasonable delay in reporting  Fraud/Negligence by Bank Employee  
 Other: \_\_\_\_\_

Amount of loss to be borne by  Customer  Bank  Merchant

Conditions of Use for Electronic Banking  
 Decision based on clause(s) \_\_\_\_\_

Authorised by \_\_\_\_\_ Position \_\_\_\_\_ Signature \_\_\_\_\_

Copy 1- Forward to IT Helpdesk and diarises follow-up

Copy 2- Forward to TCS Customer Disputes

Copy 3- File "Disputed Transaction" Pending return of original copy

Copy 4- Provide to customer