

DEBIT CARD DISPUTE FORM

(To report disputes related to ATM / POS / Online Transactions)

**Bharat Co-operative Bank (Mumbai) Ltd**

MULTI-STATE SCHEDULED BANK

To

Debit Card Section

Bharat Co-operative Bank (Mumbai) Ltd.
 Central Office, Marutagiri,
 Sonawala Road, Goregaon East,
 Mumbai – 400 063.

Dispute Serial Number

(FOR BRANCH USE ONLY)

Debit Card No. Account No.

Name : _____

Mobile No. : _____ Email ID : _____

Please mention your Bharat Bank Debit Card number and your Bharat Bank account number.

DETAILS OF THE DISPUTED ITEM(S):

Transaction Date (dd/mm/yyyy)	Merchant Name/ ATM Location-ATM No.	Transaction Type (ATM/POS/Internet)	Transaction Amount (Rs.)	Disputed Amount (Rs.)

I am disputing the transaction(s) mentioned above for the following reason(s): | (Please select from options shown below)**ATM TRANSACTIONS:**

- Cash not dispensed/received in the ATM but I was billed for the amount.
 Received cash Rs. _____ in the ATM but I was billed for the entire amount Rs. _____.

INTERNET e-COMMERCE / SHOPPING TRANSACTIONS:

- Transaction debited multiple times to my Account whereas I did only _____ number of transaction(s).
 Transaction not completed but my Account was debited and the amount was not re-credited to my Account.
 I did a transaction for Rs. _____ but the amount of Rs. _____ was debited to my Account.

FRAUDULENT TRANSACTIONS:

- I have not participated or authorised the above transaction(s). The card was in possession of mine at all times.
 My card was lost/stolen on date _____ and was reported to the Bank on date _____.
 Still, my account was debited, and I have blocked the card on date _____.

Description of the transaction made/disputed (Attach separate sheet if required)

(Important: Attach a copy of charge-slip, screenshot, valid document showing failed transaction as applicable.)

I declare that the above given information is true and correct to my knowledge. I understand that I can be liable for all charges incurred if the dispute raised by me is found invalid. I agree to pay the charges levied by the Bank for same including the cost incurred for investigation of may claim. By ticking the option for Fraudulent Transactions, I permit Bharat Co-operative Bank (Mumbai) Ltd to de-activate the card on which the transaction(s) took place. I understand that a Retrieval Fee of Rs.225/- plus GST per transaction shall be charged to my account if the case/dispute does not close in my favour.

Date: _____

Place: _____

FOR BRANCH USE ONLY:

Cardholder's Signature

Branch Name: _____

Date of Receipt of the Dispute Form : _____

Time of Receipt of the Dispute Form : _____

Card Blocked on date (in case of Fraud) : _____

Signature of Branch Official (Please affix round stamp)

Name: _____ Staff No. _____