CBI

البنـك التجـاري الدولي

Cardholder Dispute Form

Card No. | | | | | | | | | | | | | | | |

Please note that disputed transactions should be within 15 days from the statement date.

Sr.No.	Transaction Date	Name of Merchant	Transaction Amount	Statement Date

I confirm the card was always in my possession: ☐ *Yes* ☐ *No*

Please select one of the following options
Transaction not recognized I need more clarification on the following details:

☐ Merchant Name ☐ Merchant Location ☐ Trans. Date ☐ Trans. Amount

Unauthorized / Not participated in this transaction
Unauthorized internet /mail/ phone order transaction
Duplicated transaction
Cash not dispensed from ATM
Services / Goods not received (Expected date of receipt -- /-- /-------)
Refund credit not received. (refund receipt date -- /--I---------)
Cancelled recurring Membership/Subscription (Date of cancellation --/--/----------)
Cancelled Transaction (Cancellation Code ----------)
Paid by other means.
Incorrect amount billed.
Other reasons I Additional Comments ----------

Important Note:

Please attach copies of any documents that support your claim. Lack of documentation may delay resolution of your dispute

I authorize Commercial Bank International to debit my account with a retrieval fee of Đ 50 for each dispute transaction if the merchant proves the dispute transaction to be valid.

Cardholder Name:	Mobile No.
Address:	Tele. Residence/Office :
CIF:	Date:
Cardholder Signature	

NOTE: Kindly mention only the First and last four digits of the card number and mask the rest