

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 -- /- / ----)
- Cancelled recurring Membership/Subscription (Date of cancellation --/--/-----)
- Cancelled Transaction (Cancellation Code -----)
- Paid by other means.
- Incorrect amount billed.
- Other reasons / 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 AED 50 for each dispute transaction if the merchant proves the dispute transaction to be valid.

I understand that the investigation of the dispute may take up to [180] days or more for resolution and the Bank reserves the right to provide/ reverse any temporary credit given in this regard. I authorise you to disclose to the police, VISA or MASTERCARD details of any of the disputed transactions carried out on my card in order to allow them to pursue their investigations. I understand that any statements made by me may be used in court or as part of litigation proceedings.

Cardholder Name:	Mobile Number :
Address:	Tele. Residence/Office :
	Date :
Cardholder Signature :	