



# FIRST ALLIANCE BANK (Z) LTD

(Registered Commercial Bank)

## ATM/POS /E-MONEY /E-COMMERCE TRANSACTION DISPUTE FORM

Cardholder Name: \_\_\_\_\_

Cardholder Address: \_\_\_\_\_  
\_\_\_\_\_

Cardholder Branch \_\_\_\_\_ Cardholder Phone Number: \_\_\_\_\_

**Account No.**

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**Card No.**

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**DISPUTED TRANSACTION DETAILS:**

**Tick Appropriate box:**

ATM  POS  Wallet to Bank  Bank to Wallet  E-commerce  Bank to Bank

Name of merchant or location: \_\_\_\_\_

Date of transaction: \_\_\_\_\_ Reference Number \_\_\_\_\_

Time of transaction: \_\_\_\_\_ Amount of transaction \_\_\_\_\_

**Tick appropriate box**

Cash not dispensed but my account was debited

Part of the cash was dispensed      Amount requested    K \_\_\_\_\_

Amount received K \_\_\_\_\_

Purchased goods but was debited twice.

I did not perform any of the above transactions, but I was charged.

**If Paid Cash instead, please include proof of Payment**

**Detailed cardholder explanation:**

\_\_\_\_\_  
\_\_\_\_\_

Sign: \_\_\_\_\_ Date: \_\_\_\_\_

**FOR BRANCH USE ONLY**

Complaint Received by: ..... Customer ID Verified by.....