

Transaction Dispute Form

Please ensure that all fields are mandatorily filled by you in CAPITAL BLOCK letters before signing.

Date (DD) / (MM) / (YYYY)
 Customer name _____
 Credit card number _____
 Customer number _____

I dispute the following transaction(s):

Disputes should be reported within 30 days from the statement

Transaction Date	Merchant Name	Transaction Amount	Currency

Reason for dispute

- Transaction not recognized: Merchant name Merchant location Transaction date Transaction amount¹
- Unauthorized internet/phone order/mail order transaction
- Debit instead of credit
- Altered amount²
- Incorrect transaction currency
- Duplicate billing - I have already been billed for the transaction on (DD) / (MM) / (YYYY)
- I have paid for the transaction by other means²
- Returned merchandise that did not match the description at time of purchase²
- Returned merchandise that was received damaged or defective²
- Transaction was cancelled on (DD) / (MM) / (YYYY) with cancellation number _____²
- Cash not dispensed at ATM. Bank name: _____ Sales centre: _____
- Refund/credit not received (Please provide copy of credit voucher)
- I have not received the ordered merchandise (Please provide copy of merchant's delivery terms and any correspondences made by you with the merchant, if any)
- Cancelled recurring transaction/subscription. I have cancelled this on (DD) / (MM) / (YYYY)
(Please provide cancellation letter sent to the merchant)
- Other (Please specify) _____

I hereby confirm that the information given above is true to the best of my knowledge.

Important Note: These request(s) are subject to the Deem terms and conditions, a copy of which is available at Deem offices or alternatively upon request or alternatively may be viewed on Deem's website at www.deem.io. Additionally, for all Credit Card procedures and requests the terms and conditions of the issuing association will also apply. There may be fees or charges for the request(s).

SIGN HERE _____

¹ Should the dispute investigation require retrieval of the Sales Draft(s) of the disputed transaction(s), the cardholder will be charged a fee of AED 50.00 for each Sales Draft retrieved.

² Attach relevant documentation to support the dispute, without which dispute will not be processed.

For office use only

Date (DD) / (MM) / (YYYY) Service request number _____
 Recipient name _____ Documents signed and attached Yes No
 Recipient signature SIGN HERE