

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 _____

Mobile number _____

Credit card number XXXXX

CIF 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 amount (Please attach copy of the invoice)
- Incorrect transaction currency (Please attach copy of the invoice)
- Duplicate billing
- I have paid for the transaction by other means (Please attach relevant documentation to support the dispute, Cash receipt/other bank card statement)
- Returned merchandise that did not match the description at time of purchase (Please attach relevant documentation to support the dispute, correspondences made by you with the merchant/proof for return of the goods or return attempt)
- Returned merchandise that was received damaged or defective (Please attach relevant documentation to support the dispute - Proof for the defective or damaged goods/Communications made by you with the merchant/proof for return of the goods or return attempt),
- Cancelled Transaction - Transaction was cancelled on _____ (DD) / _____ (MM) / _____ (YYYY) with cancellation number _____ (Please attach proof for the cancellation)
- Cash not dispensed at ATM. Bank name: _____ ATM Location: _____
Amount tried to withdraw: _____ Received only: _____
- Refund/credit not received (Please provide copy of credit voucher/refund confirmation email from the merchant)
- I have not received the ordered merchandise
Expected delivery date of the goods/services: _____ (DD) / _____ (MM) / _____ (YYYY)
(Please provide copy invoice/terms and conditions of the transaction and correspondences made by you with the merchant)
- Cancelled recurring transaction/subscription. I have cancelled this on _____ (DD) / _____ (MM) / _____ (YYYY)
(Please provide cancellation letter/email sent to the merchant and cancellation confirmation received from 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 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 if the transaction is proven to be valid , I agree to be charged dispute handling fee of AED 100/- with 5% VAT applicable for each transaction proved valid by merchant.

SIGN HERE

Kindly e-mail the completed dispute form from your registered e-mail ID to customercare@deem.io