



देना बैंक
DENA BANK

CARD HOLDER DISPUTE FORM

To

The Branch Manager,
Dena Bank,

_____ Branch

S No	Customer Information :	
1.	Name of the customer	
2.	Account Number	
3.	Debit card Number	

Details of disputed item /s:

Transaction Date	Merchant Name / ATM location	Transaction Amount	Dispute amount	RRN * (if available)

* RRN available from ATM slip / PoS customer copy / online merchant copy.

I am disputing the transaction(s) listed above for the below given reason and request you to settle the cases. (tick mark from below reasons)

ATM Related :

- 1) Cash not dispensed in the ATM but my account was debited.
- 2) Account Debited twice for Same Withdrawal
- 3) Less/Excess Amount Dispensed

PoS/online Related:

- 1) A/c Debited but amount not transferred in Online Txn Through Debit Card.
- 2) A/c Debited Twice For The Same Online Txn Through Debit Card.
- 3) A/c debited but not transferred to merchant establishment at PoS.
- 4) A/c Debited twice for same transaction at POS.

Others :

- 1) I have not carried out the above transaction(s). The card was in my possession at all times.
- 2) Other if any, _____

Declaration: I hereby confirm that the information mentioned above is true and to the best of my knowledge.

Cardholder Name :

Place :

Signature :

Date :

Email :

Contact No: