

ATM withdrawal

I have tried to withdraw cash from _____ Bank ATM but cash not dispensed (ATM slip copy enclosed).

I received only (amount) _____ for ATM withdrawal but my card account debited for _____

Services not rendered

Services for the transaction (s) were not rendered due to inability/unwillingness of the merchant. I have attempted to resolve the dispute with the, merchant and/or merchant's liquidator. Date services were to be provided _____ indicate the date services were supposed to be provided.

Please enclose proof that the dispute has been addressed to merchant with fax/postal confirmation

Others (Please enclose necessary document to support the dispute)

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In case of lost Card (to be reported to the Bank within 48 hrs of discovery)

Date and Time when loss was discovered: _____

Date and Time when reported to the police: _____

Name and Address of Police Station: _____

Note: Customer is advised to seek a police report as this may be required for further investigation on a case to case basis. Supporting documents need to be submitted within 7 days from the date of dispute.

Cardholder Declaration:

- I endorse that I shall stand by the truth of this statement for subsequent legal enquiries by the bank/ law enforcement agencies (If required)
- I hereby authorize Standard Chartered Bank to investigate/correct the transaction (s) in dispute
- Should the dispute be found invalid, I agree that I may be liable for the sales slip retrieval fee and other processing charges incurred by the Bank in the course of the investigation. The bank reserves the right to charge necessary finance charges applicable on the transaction with retrospective effect.
- I understand that the investigation may take 180 days (or more) for resolution and the Bank reserves the right to reverse any temporary credit given in this regard

Note: Note: All disputes should be reported to the bank within 45 days (Debit Cards) & 75 days (Credit Cards) from date of transaction.

Tel No. Office _____ Res. _____

Mobile _____ Fax _____

Address: _____

E-mail: _____

Cardholder's signature _____ **Date** _____

Claim Documents

The following information/original documents are necessary for processing a claim:

- 1- Completed claim dispute form
- 2- Share any communication / email / letter from the merchant, web site or the seller in regards to the disputed amount
- 3- Police Report (where applicable)
- 4- Share any receipt / bill or payment note in regards to the disputed amount
- 5- If the loss has taken place outside the country of residence of Cardholder, then proof of the cardholder being in that place.

Please note that the above are the generally required documents and the insurance company may require and other specific document on a case-by-case basis, depending on the nature of claim.

FOR BANK USE ONLY

Date / Time _____ / _____ Case Ref _____

Bank Official's Name: _____ ID: _____

Signature: _____

Branch: Manama Hidd Budaiya West Riffa Call Center