



CARDHOLDER DISPUTE FORM
(Counterfeit / Lost / Stolen / Card Not Received)

Date: _____ Time: _____

I, _____ holding Passport /Computerized National Identity Card # _____
(Name as in Passport/Identity Card) (Passport/Identity Card Number)
of address _____
(Full Address)

Sincerely declare and confirm that the below mentioned details provided by me is correct.

Credit/Visa/Amex Card No. (On which disputed transaction conducted): _____

Primary Cardholder Signature: _____

Supplementary Cardholder Signature: _____ Cardholder Name: _____

Telephone/Mobile #: _____

(Please note that Supplementary Cardholder signature is mandatory where the disputed transactions are done through the Supplementary card.)

2. Check the description of the complaint which is applicable.

- Card received but neither participated nor authorized for disputed transaction
- Card was never received
- Card was not been lost or stolen but is in my possession
- Card was reported stolen on this date _____
(mmddyy)
- Card was reported lost on this date _____
(mmddyy)
- Nature of transaction POS/Retail ATM

3. I hereby confirm that the following transaction/s was/were not incurred nor authorized by me.

<u>S/N</u>	<u>Tranx Date</u>	<u>Name of Merchant</u>	<u>City/Location</u>	<u>Tranx Amount</u>
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				

(Please note in case of more than 10 transactions attached the transaction/s details with dispute form on above mentioned format)

Please Fax Back this form at Standard Chartered Bank (Pakistan) Limited Fax No. 021-38140891 or Call to 021-99055639-40 or E-mail to Detectiondepartment@exchange.standardchartered.com

