



Dispute Declaration Form

Name : _____

Card Number : _____

Present contact address : _____

Present contact Number : Mobile _____ Residence _____ Office _____ Ext _____
Email id : _____

Details of Last Authorised transaction as per Cardholder

Statement Date	Transaction Date	Merchant Name	Transaction Amount

The Card was last in my possession till (date : _____)

Details of the Disputed Items

Statement Date	Transaction Date	Merchant Name	Transaction Amount	Disputed Amount

DECLARATION : I am disputing the transaction(s) listed above for the reason as follows:

Duplicate Charge

I have been charged twice for the same transaction on : _____

ATM Cash not received

Cash not received Rs. _____

Partial amount received by ATM Rs. _____

(Attach copy of ATM slip)

Paid by other means

Cash/cheque/DD/credit card # _____ dated _____

(attach copy of proof of payment)

Non receipt of Goods or Services

Merchandise not received. Expected Delivery Date _____
(Attach copy of customer's attempt to resolve with the merchant)

Credit not processed

Date of Credit Voucher issuance : _____
(Attach copy of credit slip)

Billed for No-Show Charge after Cancellation

Cancellation date : _____
(Attach copy of cancellation letter)

Incorrect Transaction Amount

The transaction amount incurred was Rs. _____, but I have been billed for Rs. _____
(Attach copy of bill and the chargeslip showing incorrect amount)

Unauthorised Transactions(s)

I neither incurred nor authorized the above transactions

Multiple Transactions

I incurred one transaction dated _____ at the above merchant establishment. However, I have not incurred or authorized transactions listed above
(Attach copy of chargeslip for valid transaction)

DECLARATION

I hereby affirm that the information furnished above is true to the best of my knowledge. My card was in my possession and control at the time of the questioned transactions. I understand that I can be held liable for all charges incurred if dispute raised by me is found invalid. I agree to pay the charges levied by the bank for the same including the cost incurred for charge slip retrieval & for investigation of my claim. The Bank may contact me whenever it requires any further information.

Cardholder's Signature : _____

For any further query we can be reached on the following :

Email : service@barclays.com

Postal address : Barclaycard, P.O. Box # 10145, GPO, Mumbai – 400 001

Fax Number : 022 - 6741 6139

24 hour Customer Service Helpline : Delhi/Faridabad/Ghaziabad/Noida/Gurgaon (0124) 675 2222
Mumbai/Pune/Nasik (22) 6724 2222 Rest of India (city code) 6000 4444

For Official Use : Customer contacted on

Date	Time	Number