



THE BHUJ MERCANTILE CO-OP. BANK LTD.

H.O. Mithakhali Six Roads, Ahmedabad GJ-380006, www.bhujbank.com

Multi-State Bank.

Multi-State Bank

ONLINE DISPUTE FORM

I am/ We are disputing a transaction

Customer's Name: _____

Branch _____ Account number: _____

Mobile number of customer: _____ Email ID of customer: _____

Sr. No.	Transaction Date as in statement	Merchant Name (as it appears in the Bank statement/Passbook)	Bill Amount	Reference Number (RRN) as appearing in Bank statement/Passbook.

Attach annexure if there are more than two transactions.

I dispute the above-mentioned transaction(s) for the following reason (please tick one box only)

☐ **Duplicate Billing**

I was charged more than once for a single authorized transaction (transaction date & Amount should be same). I have done the transaction only _____ time(s) but I have been billed _____ time(s)

☐ **Transferred to Wrong Account**

I have erroneously transferred funds to an unintended beneficiary through ☐ IMPS ☐ UPI

Reference No: _____

Amount: _____

Date of Transaction: _____

Remitter Customer A/c No: _____

Wrong Beneficiary Account No: _____

Correct Beneficiary A/c No: _____

(Please enclose an available proof of transaction)

☐ **Paid by other means**

I paid for this transaction by other means ☐ Cash ☐ Cheque ☐ Other Card

Please enclose proof of payment by other means (i.e. cash, receipt, other credit card transaction receipt etc.)

☐ **Incorrect Amount**

The amount billed to my a/c is different from the amount that I had authorized. Transaction amount was _____ but I was billed for _____.

(Please enclose copy of transaction receipt /charge slip which you authorized).

☐ **Fraud**

I have not authorized the above transaction(s). The card is blocked/ not blocked and is in my possession/ lost/stolen. I will lodge an FIR with police for the same and submit to Branch by _____.

I came to know about the unauthorized transactions by (details how the fraud was known) _____

I have received SMS for the transactions – Yes / No

I have shared CVV / Card No. / Card expiry date / OTP etc. – Yes / No



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Acknowledgment for Dispute Form for A/C Number _____

Branch Official Name Accepting the Dispute Form:

Sign/Stamp of Branch official:

Branch Stamp:

Date & Time:

Refund / Credit not processed

I have cancelled the transaction but credit / refund not processed / posted to my account

Please find enclosed credit transaction receipt / void slip / merchant's letter etc as proof.

ATM withdrawal

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

☐

Partial Cash received

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

☐

Others (Please enclose necessary documents to support the dispute & brief about the same)

☐☐☐

Cardholder Declaration: I hereby declare that

- All information provided above is true and to the best of my knowledge
- I hereby authorize The Bhuj Mercantile co-op Bank to investigate / correct the transaction(s) in dispute
- Should the dispute be found invalid, I agree that, I may be liable for any processing charges incurred by the Bank in the course of the investigation

Customer Signature (stamp & sign, if any): _____ Date: _____

For official use: Branch Official Name Accepting the Dispute Form: _____

Date & Time: _____ Sign/Stamp of Branch official: _____

Branch Stamp: _____ Card block date: _____

Physical verification of the card done – Yes/ No