

From:

Date:

To

The Manager

GP Parsik bank Ltd.,

----- Branch

Sub: POS/ECOM transaction dispute

Ref No. Rupay Debit Card No: _____

Sir/Madam,

With reference to above I wish to inform you that following transaction amount is debited to my account No _____ with your branch.

- 1) Amount of transaction : Rs
- 2) Transaction No. :
- 3) Date of Transaction :
- 4) Name of Beneficiary :

However I request you to claim Rs _____ from the beneficiary for the below mentioned reason:

- 1) Goods or services not received.
- 2) Paid by alternate means.
- 3) Credit not processed for cancelled/returned goods and services.
- 4) Credit posted as debit.
- 5) Goods & Services not as described or Cardholder received defective Goods & Services.
- 6) Any other reason:

I am enclosing / have not received transaction charge slip of the said transaction.

I solemnly confirm that the above mentioned information is true and correct and I request you to process my claim at the earliest.

I understood that the time for settlement of above dispute may range 30 days from the date of Chargeback raise (30 Working days excludes bank holidays)

Thanking you.

Encl:

Yours faithfully

ACKNOWLEDGEMENT

Received on _____ letter dated _____ from Mr/Mrs _____ A/c No _____ for claim of Rs _____ for POS/ECOM transaction No _____ dated _____

Expected date of settlement of claim is 30 days from the date of claim

Authorized Signatory

GP Parsik Bank Ltd, Branch _____