

To,  
 The Manager Operations  
 ICICI Bank Limited  
 ICICI Bank Tower, C – Wing  
 Autumn Estate, Near Chandivali Studio  
 Chandivali Farm Road,  
 Opp. Mhada Colony, Chandivali  
 Andheri (East), Mumbai 400072

Date: \_\_\_\_\_

CardMember Dispute Form

**CARD NUMBER**

□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□
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**DETAILS OF DISPUTED ITEM**

Charge details shown in my statement dated \_\_\_\_\_

TRANSACTION DATE	MERCHANT NAME	TRANSACTION AMOUNT	DISPUTED AMOUNT

I am disputing the transaction(s) listed above for the reason as follows and request you to settle the cases

- I have neither incurred nor authorised the above transactions
- I have been charged twice for the same transaction
- I have incurred one transaction dated \_\_\_\_\_ at the above merchant establishment. However, I have not incurred or authorised the transactions listed above.

Attached is my copy of chargeslip for the genuine transaction.

- The transaction amount incurred was \_\_\_\_\_, but I have been billed for \_\_\_\_\_

Attached is my copy of chargeslip showing the actual amount.

- I have never received the ordered merchandise whose delivery date was \_\_\_\_\_

Attached is a copy of my letter to the merchant attempting to resolve the dispute.

- My hotel reservation was cancelled on \_\_\_\_\_. However I have been billed a No-Show Charge. The cancellation number is \_\_\_\_\_.
- I already paid the transaction amount by other means and the evidence is enclosed.

Paid by Cash/ Cheque/ DD/ Credit Card # \_\_\_\_\_ dated \_\_\_\_\_

Enclosed is a copy of my Cash Memo/ Bank Statement/ Payment Counterfoil/ Card Statement.

- The credit voucher was issued on \_\_\_\_\_ but not processed to my account.

Attached is a copy of my Credit/ Refund Slip/ Cancellation letter from merchant establishment.

- ATM Transaction attempted by me did not dispense cash for Rs. \_\_\_\_\_
- ATM Transaction attempted by me partially dispensed cash for Rs. \_\_\_\_\_

Attached is my copy of ATM slip.

- Others ( any additional comments)

**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.

Name: \_\_\_\_\_

Phone/ Fax: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_  
**Cardholder's Signature**

**Mandatory:** FOR RESOLUTION OF THE DISPUTE, PLEASE FORWARD THE DULY SIGNED AND FILLED CDF ALONG WITH THE APPLICABLE DOCUMENTS MENTIONED ON PAGE NO. 2

### List of Documents

To initiate investigation for the disputed transaction, the Cardholder needs to submit a copy of the below mentioned documents.

Type of Card	Documents Required	Type of transaction
Debit Card/ Credit Card	<input type="checkbox"/> Duly filled Customer Dispute Form (CDF). CDF to be signed by the Card Holder of the card for which dispute is being raised. <input type="checkbox"/> Copy of face of the Card on which dispute is being raised	Domestic & International
	Copy of any one Photo ID proof mentioned below (Please carry the original document for verification): <input type="checkbox"/> Passport <input type="checkbox"/> PAN Card <input type="checkbox"/> Voter ID Card <input type="checkbox"/> Driving licence <input type="checkbox"/> Government ID Card <input type="checkbox"/> Photo Ration Card <input type="checkbox"/> Senior Citizen ID Card	

To establish proof of presence, please provide the following documents. In case of Joint Account/transaction is done using Add-on Credit Card, the proof of presence will be required for all holders

Type of Card	Documents Required	Type of transaction
Debit Card/ Credit Card	1. If the cardholder was in the same location where disputed transaction took place, please provide any of the below mentioned proof which substantiates the claim. <input type="checkbox"/> HR letter confirmation, if the cardholder was present in office on the date of disputed transactions. HR letter should be on Company letter head duly signed and stamped <input type="checkbox"/> Statement of usage of any other bank card on date of disputed transactions confirming cardholder's availability in that particular place and city <input type="checkbox"/> Hotel stay proof on date of disputed transactions confirming presence in that particular place and city <input type="checkbox"/> Itemised postpaid mobile bill of the cardholder for the period when disputed transaction has taken place	Domestic & International
	2. If cardholder was not present in the country where the disputed transactions took place, <input type="checkbox"/> Please provide a copy of all the pages of the passport.	International
Debit Card/ Credit Card	<input type="checkbox"/> Police Complaint copy, if lodged	Domestic & International

\_\_\_\_\_  
Cardholder's Signature