



Machhapuchchhre Bank Limited

माछापुच्छ्रे बैंक लिमिटेड

सबल, उत्कृष्ट एवं विस्तारित

CARD/ INTERNET BANKING/ M3 TRANSACTION DISPUTE FORM

Branch : _____

Date :

Card Holder/User Name _____

Customer ID	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>									
Debit/Credit Card Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	
MBL Account Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Mobile Number	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Email	<input type="text"/>															

Transaction Done from ☐ Debit Card ☐ Credit Card ☐ Prepaid card ☐ M3 ☐ Internet Banking

Details of Disputed Transactions													
S.N	Transaction Date								Merchant Name/ ATM location	Transaction Amount	Disputed Amount		
1	D	D	M	M	Y	Y	Y	Y					
2	D	D	M	M	Y	Y	Y	Y					
3	D	D	M	M	Y	Y	Y	Y					
4	D	D	M	M	Y	Y	Y	Y					
5	D	D	M	M	Y	Y	Y	Y					

For ATM Transaction

☐ Cash not dispensed from ATM but my account was debited for full amount.

☐ Cash partially dispensed from ATM but full amount was debited from my account.

Transaction Amount Received Amount Disputed Amount

☐ I have done only one transaction but my account was debited multiple times.

☐ I have not participated or authorised the above transaction. The card was in my possession at all times.

Was the ATM Card used by yourself? ☐ Yes ☐ No

If no, is CCTV footage required? ☐ Yes ☐ No

☐ Other. Please specify _____

For POS Transaction

☐ I have done only one transaction but my account was debited multiple times.

☐ The transaction amount is Rs. _____ but I was billed for Rs. _____

☐ I have not participated or authorised the transaction. The card was in my possession at all times.

Was the card used by yourself? ☐ Yes ☐ No

If no, is CCTV footage required? ☐ Yes ☐ No

☐ Other. Please specify _____



सबल, उत्कृष्ट एवं विस्तारित

☐ Transaction from Internet Banking/M3 was not successful but the amount was debited from my account.

☐ Other. Please specify _____

Important Notes

- (i) On receipt of the disputed claim along with the relevant supporting documentation requested within the stipulated time (30 days) from the date of disputed transaction, we will take up the matter with the acquiring bank and request them to provide the details on the basis of which the disputed charge was processed to your card account.
- (ii) Disputed transaction is subject to verification from payment network association and the time period to resolve dispute depends on their rules and regulations.
- (ii) Availability of CCTV footage for POS transaction is subject to availability of CCTV footage from merchant side.

Please provide a copy of following, if available

- **Statement where the transaction appears (indicate the transaction being disputed.**
- **The POS receipt, ATM receipt, payment receipt or sales voucher.**
- **Any documentation which may support your claim.**

Declaration

I/We declare that the information in this form is true and complete.

I/We declare that I/We neither made nor authorized the transaction(s) listed above.

I/We agree that my personal information may be used by bank to investigate and resolve this dispute and may be disclosed to relevant third parties for this purpose.

I/We acknowledge that this matter may be referred to the police for further investigation.

I/We acknowledge that bank may refer false claims to the police for investigation.

I/ We understand that applicable fees as per STC of bank will be debited to the my/our account for each dispute item not resolved in my/our favor.

.....

Signature Specimen

.....

Signature Specimen

Seal of Organization

FOR BANK USE ONLY											
	Official Name								Signature		
Signature Verifierd By											
Transaction Verified in CBS By											
Forwarded to E Banking department on	D	D	M	M	Y	Y	Y	Y			
Dispute Resolved on	D	D	M	M	Y	Y	Y	Y			
Remarks											