

**CARD SERVICES
DISPUTE CLAIM FORM**

SECTION 4: COMPLETE IF CARD IS NOT IN YOUR POSSESSION	
How has the card come to be out of your possession?	Lost / Stolen / retained in ATM / Not received in post / other (provide details)
Please provide details of date and time:	
What other documents or personal property was lost or stolen at the same time?	

SECTION 5: COMPLETE IF CARD IS IN YOUR POSSESSION	
What is the expiry date of the card?	
Have you ever given your card details to a third party? <i>If yes, please provide details of who, when and the reason</i>	Yes / No
Have you ever used your card at any of the merchants where you are disputing the transactions? <i>If yes, please provide details of your transactions and attach supporting documents such as receipts</i>	Yes / No
Have you ever visited the country where the disputes took place? <i>If yes, please provide details If the transactions happened after you had left the country, please provide travel related documents to show this</i>	Yes / No
When was the last time you used your card? <i>Please provide details of date, time, merchant name and location</i>	
Could the purchase belong to another party on your account (secondary cardholder)? <i>If yes, please provide details</i>	Yes / No
Have you ever entered your card details on the internet or mobile device? <i>If yes, please provide details including anyone else who has access to your computer or mobile device? Please include any free services or subscriptions you have signed up for</i>	Yes / No
Have you contacted the merchant in the attempt to resolve this issue? <i>If yes, please provide supporting documents showing details including dates, method of contact and response from the merchant</i>	Yes / No

