





DISPUTED TRANSACTION(S) FORM VISA-MASTERCARD

STOLEN • LOST • NEVER RECEIVED CARD

Please complete the following questions as accurately as possible so that your dispute can be rapidly and efficiently dealt with.

In case of a stolen and/or lost card, a police report is compulsory.

More info • tel 02 205 87 87

hereby want to dispute the transaction(s) made with my	y card □ Visa Card □ Mastercard
1°	
Bank	·
Bank account (number) linked to the card] - [
Name	
irst name	
Date of birth	
Address	N°
Zip code Town	
Phone home Phone o	office
Nobile	
E-mail	
-ax	
Please answer the following questions as accurate	e as possible so that your disputecan be rapidly and
	☐ Yes (see question nr3) ☐ No (see question nr2) (see question nr
. Are you the only user of the above-mentioned card? 2. Who is (are) the other user(s)? 3. Is the card	☐ Yes (see question nr3) ☐ No (see question nr2) (see question nr question nr4) ☐ Never received (see question nr13) ☐ heft? ☐ No (see question nr6) ☐ Yes (see question nr5)
. Are you the only user of the above-mentioned card? 2. Who is (are) the other user(s)? 3. Is the card	☐ Yes (see question nr3) ☐ No (see question nr2) (see question nr4) ☐ Never received (see question nr13)
Are you the only user of the above-mentioned card? Who is (are) the other user(s)? Is the card	Yes (see question nr³) No (see question nr²) (see question nr²) uestion nr⁴) Never received (see question nr¹³) heft? No (see question nr⁶) Yes (see question nr⁵) (see question nr⁵) (see question nr⁵) (see question nr⁵)
Are you the only user of the above-mentioned card? Who is (are) the other user(s)? Is the card	Yes (see question nr3) No (see question nr2) (see question nr2) (see question nr4) Never received (see question nr13) heft? □ No (see question nr6) □ Yes (see question nr5) (see question nr 6) □ Yes (see question nr 75) (see question nr 75)
Are you the only user of the above-mentioned card? Who is (are) the other user(s)? B. Is the card	☐ Yes (see question nr3) ☐ No (see question nr2) (see question nr uestion nr4) ☐ Never received (see question nr13) ☐ Heft? ☐ No (see question nr6) ☐ Yes (see question nr5) — (see question nr6)
Are you the only user of the above-mentioned card? Who is (are) the other user(s)? B. Is the card	☐ Yes (see question nr3) ☐ No (see question nr2) (see question nr question nr4) ☐ Never received (see question nr13) ☐ heft? ☐ No (see question nr6) ☐ Yes (see question nr5) — (see question nr question nr5) — (see question nr question nr6) — (see question nr qu
Are you the only user of the above-mentioned card? Who is (are) the other user(s)? B. Is the card	☐ Yes (see question nr3) ☐ No (see question nr2) (see question nr question nr4) ☐ Never received (see question nr13) ☐ heft? ☐ No (see question nr6) ☐ Yes (see question nr5) — (see question nr6)
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Are you the only user of the above-mentioned card? Who is (are) the other user(s)? Bef. CardStop Stolen (see question nr6) Stolen (see question nr6). Do you have any suspicion about the author of this the stolen (see question nr7). Was the PIN code (secret code) with the card? No (see question nr7) Yes: in which form?: The report was made by the police of: on (date) No you have a copy? Yes (please enclose a copy) (see the stolen nr8). What is the last transaction made by yourself with the name: Place	☐ Yes (see question nr3) ☐ No (see question nr2) (see question nr question nr 4) ☐ Never received (see question nr 13) ☐ Heft? ☐ No (see question nr 6) ☐ Yes (see question nr 5) ☐ (see question nr 9) ☐ (see question nr 9) ☐ No (see question nr 9) ☐ See question nr 9) ☐ No (see question nr 9) ☐ See question nr 9) ☐ See question nr 9) ☐ See question nr 9) ☐ No (see question nr 9) ☐ See question nr 9) ☐ See question nr 9) ☐ See question nr 9) ☐ No (see question nr 9) ☐ See question nr 9 ☐ See question
Are you the only user of the above-mentioned card? Who is (are) the other user(s)? Bef. CardStop	☐ Yes (see question nr3) ☐ No (see question nr2) (see question nr question nr4) ☐ Never received (see question nr13) ☐ Heft? ☐ No (see question nr6) ☐ Yes (see question nr5) — (see question nr6) — (see question nr6) — (see question nr7) — (see question nr7) — (see question nr8) — (see question nr9) — No (see question nr9) — No (see question nr9) — No (see question nr9) — is card? — (see question nr9)
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	□ Robbery □ Attack	☐ Pickpocket ☐ Other		. (see question nr 17 and explain)
13. Do you personally	collect your mail	☐ Yes (see question nr15)	☐ No (see question nr14)	
14. My mail is collected	d by :			(see question nr15)
15. Are there any othe Which:	er letters missing?	□No	□Yes	
16.Have you recently in Previous address :		☐ Yes (see nr17)	□No	(see question nr16) (see question nr17)
17. VERY IMPORTA Fact description, addit		ormation which may be relevant	vant for the file (free text)	
				(see question nr18)
your expenditure st	tatement clearly indi	nd send it back to us as so cating the disputed transact e l'Impératrice, B-1000 Bru e.com	ion(s). BCC Corporate N	e, if available, a copy of
your expenditure st Fraud, Keizerinlaa creditcardclaims-l	tatement clearly indi an 66 Boulevard de belgium@worldlind	cating the disputed transact l'Impératrice, B-1000 Bru e.com y	ion(s). BCC Corporate N	e, if available, a copy of V: Issuing Dispute &
your expenditure st Fraud, Keizerinlaa creditcardclaims-l The present docum	tatement clearly indi an 66 Boulevard de belgium@worldlind	cating the disputed transact l'Impératrice, B-1000 Bru e.com y	ion(s). BCC Corporate N	e, if available, a copy of V: Issuing Dispute &

(specimen as on the card)

Please make sure your contestation is accurate. Should our subsequent investigation show that you indeed carried out a transaction we would be obliged to charge a management fee.