





## 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 02 727 87 02

I hereby want to dispute the transaction(s) made with my card	□ Visa Card □ Mastercard
N°	
Bank	
Bank account (number) linked to the card	
Name	
First name	
Date of birth	
Address	N°
Zip code	
Phone home Phone office	
Mobile	
E-mail	
Fax	
Please answer the following questions as accurate as p efficiently dealt with.	ossible so that your disputecan be rapidly and
2. Who is (are) the other user(s)?	es (see question nr3) □ No (see question nr2)
<ul> <li>2. Who is (are) the other user(s)?</li> <li>3. Is the card □ Lost (see question nr6) □ Stolen (see question Ref. CardStop □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □ □</li></ul>	
<ul> <li>2. Who is (are) the other user(s)?</li> <li>3. Is the card □Lost (see question nr6) □Stolen (see question Ref. CardStop □1000000000000000000000000000000000000</li></ul>	(see question nr3) nr4) □ Never received (see question nr13) □ No (see question nr6) □ Yes (see question nr5)
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<ol> <li>Who is (are) the other user(s)?</li> <li>Is the card □Lost (see question nr6) □Stolen (see question Ref. CardStop □□□ □□□ □□□</li> <li>Do you have any suspicion about the author of this theft?</li> <li>Who?</li> <li>Was the PIN code (secret code) with the card?</li> <li>No (see question nr7) □Yes : in which form? :</li> </ol>	(see question nr3) nr4) □ Never received (see question nr13) □ No (see question nr6) □ Yes (see question nr5) (see question nr6
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	□ Robbery □ Attack	Pickpocket     Other		. (see question nr <b>17</b> and explain
3. Do you personally c	collect your mail	☐ Yes (see question nr15)	□ No (see question nr14)	
4. My mail is collected	by :			(see question nr1
5. Are there any other Which :	letters missing?	□ No	□ Yes	
6.Have you recently m Previous address :	noved?	☐ Yes (see nr17)	□ No	(see question nr1 (see question nr1
7. VERY IMPORTAN		ormation which may be releve	vant for the file (free text)	
your expenditure sta	atement clearly indi- aan 66 Boulevard (	nd send it back to us as s cating the disputed transact de l'Impératrice, B-1000 B	tion(s). AirPlus Internation	onal: Issuing Dispute
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