

A

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° - - - Exp. date -

Bank

Bank account (number) linked to the card - - -

Name

First name

Date of birth - -

Address N°

Zip code Town

Phone home - Phone office -

Mobile - -

E-mail

Fax -

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

1. Are you the only user of the above-mentioned card? ☐ Yes (see question nr3) ☐ No (see question nr2)

2. Who is (are) the other user(s)?

.....
..... (see question nr3)

3. Is the card ☐ Lost (see question nr6) ☐ Stolen (see question nr4) ☐ Never received (see question nr13)

Ref. CardStop

4. Do you have any suspicion about the author of this theft? ☐ No (see question nr6) ☐ Yes (see question nr5)

5. Who? (see question nr6)

6. Was the PIN code (secret code) with the card?

☐ No (see question nr7) ☐ Yes : in which form? : (see question nr7)

7. Did you lodge a complaint after this theft/loss?

☐ Yes (see question nr8) ☐ No (**police report COMPULSORY**)

8. The report was made by the police of :

on (date) - - and registered under number

Do you have a copy? ☐ Yes (please enclose a copy) (see question nr9) ☐ No (see question nr9)

9. What is the last transaction made by yourself with this card?

Name : Place :

Amount : Date - - (see question nr10)

10. What was lost / stolen?

☐ Only the above-mentioned card ☐ My identity papers

☐ Other means of payment ☐ Miscellaneous (see question nr11)

11. The facts occurred on - - at - hour. Place (see question nr12)

