Kotak Mahindra Bank

Request Form for Charge Back of Void POS Transaction

Customer Name

Name

First Name | Middle Name | Last Name

Customer Relationship Number | Account No:

Details of Disputed POS Transaction

Debit Card No: | Date of Transaction: D D M M Y Y Y Y

Transaction Amount: | Disputed Amount:

Merchant Name:

Merchant Address:

City | Pin

Telephone (R) | Mobile

E-mail Address

Reasons for Dispute (please fill as applicable):

- ☐ Duplicate / multiple billing: I have done the transaction only _____ time(s) but I have been billed _____ time(s).
- ☐ Paid by other means: Initially I had used my Kotak Debit card for payment but finally I paid by _____ (cash receipt/bill/etc is attached as a proof of payment).
- ☐ The transaction Amount was Rs._____ but I have been billed for Rs._____ (charge slip attached as a proof).
  * Please note that if a transaction is done on a travel / hotel / movies merchant then the customer can dispute only when the difference amount is greater than USD 25, else the customer will have to resolve the dispute with the merchant.
- ☐ The transaction was cancelled but I have not received the credit / refund for the same (credit slip/Void Slip/merchant's letter is attached as a proof).
  * The customer must wait for 45 days from the date of cancellation before raising the dispute.
- ☐ I have not received the merchandise / rendered the services by expected date (dd/mm/yy) _____ I contacted the merchant on date (dd/mm/yy) _____ and the response was _____.
- ☐ I have not authorized the above transaction(s). The card has been blocked and it is in my possession.
  * For Internet / E-commerce transactions, the customer needs to first contact the Merchant & attempt to resolve the dispute.
- ☐ I have not authorized the above transaction(s).The card has been blocked and it is in my possession.
  *For Internet / E-commerce transactions, the customer needs to first contact the Merchant & attempt to resolve the dispute.
- ☐ I do not memorize the transaction; Please retrieve the chargeslip for my reference.
- ☐ I have lost my card and it has been misused, the card has been blocked as I have reported to the bank.
  *Please note that the customer is liable to pay for all the transactions that have taken place on a lost card before reporting to the bank.

Others (Please explain in detail. Please attach a separate letter if necessary).

Declaration:

I hereby confirm that the information mentioned above is true to the best of my knowledge. I have read, understood and agree to be bound by all the terms and conditions governing the Charge-back as may be amended from time to time by Kotak Mahindra Bank ('Bank'). I understand that the transaction is entirely the responsibility of VISA and the credit of disputed amount into my account shall be at the Bank's discretion. I further understand that any such credit given by the Bank is a provisional credit to my account and if representment of transaction is done by VISA within 45 days of the credit, the Bank shall be debiting the disputed amount from my above mentioned account or any other account maintained by me either singly or jointly with others. In case of my account not having sufficient funds for such debit by the Bank, I undertake to deposit such shortfall amount in my account within two working days of being contacted by the Bank.

Debit Cardholder's Name: | Place:

Signature: | Date: D D M M Y Y Y Y

For Branch Use Only

1. Date and Time of Receipt:
2. Branch Name / Code:
3. Applicant's Signature verified: Y / N
4. Employee Name :
5. Sign:
6. Employee Code:
7. SR No:
8. Date forwarded to CPC :

FOR CPC USE ONLY

1. Received Date: D D M M Y Y Y Y
2. Request Captured by:
3. Request Authorised by:
4. Execution Date: D D M M Y Y Y Y

Acknowledgement

Time: | Date: D D M M Y Y Y Y

Request received from Mr / Ms _____ for disputed POS transaction.

Debit Card No: | Account No:

Siebel Reference No:

Branch official signature and Branch seal: