

Date : _____

TRANSACTION DISPUTE

Card number :

IBAN:

Name / Surname : _____

Customer ID : _____

Transaction ID	Transaction Timestamp	Transaction Description	Transaction Amount

I would like to let you know that I am disputing the above transaction(s), for the following reason:

- I did not participate in and never approved the above transaction(s).
 - I confirm that the card was in my possession during that time.
 - I confirm that I have not shared my e-wallet passwords.
- The amount(s) charged to my account is/are different from my payment order or what is written in the transaction receipt(s).
- Transaction(s) with date _____ has/have been charged twice in my account for the amount(s) at _____.
- I have paid using another payment method (Cash / Check / Other card)
- Goods have never been received. (Transaction and delivery terms from the merchant and the letter I sent him reporting the non-delivery of the merchandise, attached).
- This is a recurring charge / subscription, which I canceled on _____. Charges after _____ are not approved.
- No credit is displayed on my account.
- I agree with the charge of _____ € on _____ to the merchant _____ but I do not agree with the charge of _____ € on _____ to the merchant _____.
- Other

Signature _____