

Date								
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SETTLEMENT FORM

	d my request was not met, whereas my accou			
It is requested to please res	olve the same or provide proper evidence acc	ording to SBP.		
Name of Cardholder				
Card #				
Branch Name				
Branch Code				
Account # - Count # Co				
Phone/Fax #				
Mobile #				
Name of Supplementary Car (For Credit Card only)	rdholder			
Supplementary Card #				
SECTION A				
Please Tick One Box	Local ATM Dispute (Debit Card)		net Banking	
	Local ATM Dispute (Credit Card) Local/Global POS Transactions (Debit &		eal ATM Dispute (Debit & Credit Card)	
	ORIX VISA	, 		
Transaction Mode	Cash Withdrawal (Allied Bank ATMs)		Branch Funds Transfer	
	Cash Withdrawal (Other Banks' ATMs wit Utility Bill Payments	nin Pakistan) 🔲 inter	Bank Funds Transfer	
	SECTIO	N B		
ATM Location(From where cash was not recei	Bank ved or transaction was not successful)			
Transaction Date D D N	Trans	action Amount		
Disputed Amount		_ STAN (No. mentioned on the transaction slip)		
Approx. Time of Transaction	`	is a second of the transaction of	·····	

SECTION C

TRANSACTION DATE	MERCHANT/BANK NAME	AMOUNT IN PKR	AMOUNT IN USD

I ar	m disputing the transaction(s) mentioned earlier for the following reason. (Please tick only one box). DOUBLE BILLING
	I made only one transaction but I have been charged more than once. CANCELLED TRANSACTION
	I made a transaction through my Debit/Credit Card at a merchant outlet but cancelled the same on the date (Please provide the cancellation # with proof of cancellation).
	REFUND/CREDIT NOT RECEIVED The merchant did confirm processing credit on my Debit/Credit Card but the same has not been credited so far. (Please attach copy of a credit voucher or merchant acknowledgement for credit).
	CASH NOT DISPENSED I attempted to withdraw cash from an ATM internationally through my Debit/Credit Card. I did not receive the cash however my account has been debited for that amount.
	PAID BY OTHER MEANS I made the transaction but payment was not made with my Debit/Credit Card. My mode of payment was (Please attach cash memo, etc.).
	UNAUTHORIZED INTERNET & MAIL ORDER TRANSACTION My Credit Card was in my possession at the time of transaction(s). I have never made internet and/or mail order transaction(s).
	NOT AUTHORIZED THE TRANSACTION(S). I DO NOT RECOGNIZE THIS TRANSACTION(S) I am unable to recognize the transaction(s) because when the transaction(s) was conducted the Card was in my possession. Neither I, nor my Supplementary Cardholders, have any knowledge of this transaction(s).
	GOODS RETURNED I purchased the goods on the date through my Debit/Credit Card and returned the same to the merchant on (Please share the evidence).
	NEVER RECEIVED SERVICES AND/OR GOODS I have never availed the service or received goods from the merchant as per the agreed date (Please attach evidence).
	AMOUNT ALTERED I conducted this transaction but the amount I had originally agreed to pay is different from the one posted on my Debit/Credit account. (Please attach original signed sales slip).
	DEBIT INSTEAD OF CREDIT I was issued a credit slip of an amount on my Credit Card but my account has been debited instead of credited. (Please attach copy of credit slip).
	CANCELLED MEMBERSHIP/SUBSCRIPTION I had been paying for my membership/subscription through my Credit Card but now I have cancelled this membership/subscription with the merchant on the date but I am still being charged for that amount. (Please attach all supporting evidence/documents).
	AMOUNT CREDITED TO WRONG BENEFICIARY ACCOUNT I mistakenly transferred funds to the wrong beneficiary account.
	BILL NOT PAID I paid my bill on time but it was not settled.
	MOBILE CREDIT NOT RECEIVED I made the transaction but I never received credit on my mobile number.
	OTHER (Please specify)
	REMARKS
	SUPPLEMENTARY CARDHOLDER'S SIGNATURE CARDHOLDER'S SIGNATURE (Where applicable)
	te: Kindly ensure that your bank statement/credit card statement is attached and the disputed transaction is clearly marked. The form and poporting documents shall be mailed or faxed to:
Co 1st	ied Bank Limited, implaint Management Unit (CMU), t Floor, C-21, 21st East Street,
	ase-I, DHA, ain Korangi Road, Karachi.
	x #: 021-35316995 ied Phone Banking: 0800-22522
	FOR BANK USE ONLY (For Debit Card Walk-in Customers)
	ease ensure that a copy of the bank statement is attached th this form and the disputed transaction is clearly marked on it.
	Br. Authorized Signature Affix Branch Stamp