



I am 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 (Where applicable)

\_\_\_\_\_  
CARDHOLDER'S SIGNATURE

**Note:** Kindly ensure that your bank statement/credit card statement is attached and the disputed transaction is clearly marked. The form and supporting documents shall be mailed or faxed to:

Allied Bank Limited,  
Complaint Management Unit (CMU),  
1st Floor, C-21, 21st East Street,  
Phase-I, DHA,  
Main Korangi Road, Karachi.  
Fax #: 021-35316995  
Allied Phone Banking: 0800-22522

## FOR BANK USE ONLY (For Debit Card Walk-in Customers)

Please ensure that a copy of the bank statement is attached with this form and the disputed transaction is clearly marked on it.

\_\_\_\_\_  
**Br. Authorized Signature**  
**Affix Branch Stamp**