

Date								
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SETTLEMENT FORM

I used my:					
ATM/Visa Debit Card ar	nd my request was not met, whereas my account was debited.				
Visa Credit Card and m	y request was not met, whereas my account was debited.				
It is requested to please res					
Name of Cardholder					
Card #					
Branch Name					
Branch Code					
Account #					
Phone/Fax #	Phone/Fax #				
Mobile #	Mobile #				
Name of Supplementary Ca (For Credit Card only)	rdholder				
Supplementary Card #					
SECTION A					
Please Tick One Box	Local ATM Dispute (Debit Card)	Internet Banking			
	Local ATM Dispute (Credit Card)	Global ATM Dispute (Debit & Credit Card)			
	Local/Global POS Transactions (Debit & Credit Card)				
Transaction Mode	Cash Withdrawal (Allied Bank ATMs)	Inter Branch Funds Transfer			
	Cash Withdrawal (Other Banks' ATMs within Pakistan)	Inter Bank Funds Transfer			
	Utility Bill Payments				
SECTION B					
ATM Location	Bank				
(From where cash was not received or transaction was not successful)					
Transaction Date Transaction Amount D D M M Y Y Y Y					

Disputed Amount _____

.STAN ______(No. mentioned on the transaction slip)

Approx. Time of Transaction

SECTION C

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

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lar	n 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)			
su	te: Kindly ensure that your bank statement/credit card statement is attached and the disputed transaction is clearly marked. The form and opporting documents shall be mailed or faxed to:			
Co 1st	ied Bank Limited, mplaint Management Unit (CMU), t Floor, C-21, 21st East Street, ase-I, DHA,			
Ma	ase-i, DHA, iin Korangi Road, Karachi. x #: 021-35316995			
Alli	ied 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.

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Br. Authorized Signature Affix Branch Stamp