



Cardholder Dispute Form

Please call 8008NBF(623) to immediately report any unauthorized transaction(s) and block your card. Kindly note that it is the Cardmember's responsibility to ensure that National Bank of Fujairah is promptly informed in the manner specified herein. In the event National Bank of Fujairah does not receive such instructions, transactions on the card shall be deemed as Cardmember's liability.

Call 8008NBF(623)

Card Number (basic/supplementary):

Name (basic/supplementary): _____
 ATM Cash CDM deposit POS Others

Statement date	Transaction date	Merchant name/Terminal	Amount in AED	Amount in foreign currency (if applicable)

I dispute the above mentioned transaction(s) for the following reasons: (please tick relevant)

Cash was partially dispensed for AED _____ instead of full requested amount of AED _____

Cash not dispensed for the full amount Unauthorized transaction

Cash deposited _____ Amount credited to account _____

Transaction not recognized (details) _____

Not participated or authorized the transaction. My card was (tick one of the following choices below):

In my possession at the time of the transaction Never received Lost/stolen date: Location: _____

Incorrect transaction currency* (please provide the signed agreement copy showing the authorized currency)

The amount on charge slip differs from the amount billed.* (please provide the actual charge slip)

Credit voucher received for the above listed merchant, but it was applied to the card/account as a charge.* (please provide the credit voucher)

Multiple/duplicate billing

Paid by other means* (please provide proof of payment)

Canceled recurring transaction on * (please provide the receipt of cancellation request)

Returned the merchandise because (reason for return) _____*
(please provide reason & proof of return along with any attempt(s) communication to resolve the issue with the merchant)

Merchandise/service received did not match description at time of purchase*
(Please provide description of what goods/service was received, description of the expected goods/service along with any attempt communication to resolve the issue with the merchant)

Credit not received for the payment made* (please provide the credit voucher/cheque details etc.)

Canceled the transaction on with cancellation number _____* (please provide the receipt of cancellation request)

Not received ordered merchandise/service expected on . The expected merchandise/service is described as _____ merchant was contacted on in an attempt to resolve the issue.*
(Please provide description of the expected service/goods, proof of attempts to resolve this matter with the merchant, proof of date of delivery and proof of expected delivery date)

Others: (please specify below)
Provide additional information: _____

* Please ensure to attach relevant documentation to support your dispute. Disputed transaction shall not be entertained without supporting documents.

Declaration: I hereby confirm that the information furnished to be true and accurate. I hereby agree to have my card replaced to facilitate the dispute investigation as and when directed by the Bank, and will further agree and undertake to bear any dispute charges levied in case of an incorrect claim.

Signature (Primary Card Holder):

Date:

Mobile: _____

Phone: _____

Fax: _____

Please note: ATM withdrawal dispute related to UAE switch can take up to 15 days to get resolved, while any international cases can take up to 90 days to a maximum of 6 months depending on the case.

Dispute Forms should reach National Bank of Fujairah within 30 days of the statement date, otherwise the statement will be considered as correct. The dispute form along with the relevant documents is to be submitted at any of the NBF branches.