

Cardholder Dispute Form

Cardmember's responsibi	ility to ensure that Nati	ional Bank of Fujairah is promptly informations, transactions on the card s	med in the manner specified herein.	In the event	Call 8008NBF(623)
Card Number (Primary/S	Supplementary):				
Name (Primary/Supplem	entary):				
		ATM Cash CDM deposit	POS Online	Others	A
Statement date	Transaction dat	te Merchant r	name/Terminal	Amount in AED	Amount in foreign currency (if applicable)
Lispute the above ment	ioned transaction(s)	for the following reasons: (please	tick relevant)		
			· · · · · · · · · · · · · · · · · · ·	it of AED	
		Unauthorized transaction			
Cash deposited —— Transaction not reco		Amount credited to account			
		action. My card was (tick one of th	o following aboless belowly		
		Never received Lost/stolen date		:	
		orovide the charge slip copy with t	5 5		
☐ The amount on char	ge slip differs from t	the amount billed.* (plase provide t	he transaction charge slip copy	<i>'</i>)	
		sted merchant, but it was applied t			de the credit voucher)
Multiple/duplicate bi	lling		_		
Paid by other means		roof of payment)			
Canceled recurring t	ransaction on	* (p	lease provide the receipt of can	cellation reques	ot)
Returned the merch (please provide reason & provide reaso		ason for return) ny attempt(s) communication to resolve the iss	sue with the merchant)		*
		natch description at time of purcha as received, description of the expected good		ication to resolve the	e issue with the merchant)
Credit not received f	or the payment mad	de* (please provide the credit vouc	her/cheque details etc.)		
Canceled the transa cancellation request			ellation number		_* (please provide the receipt of
Not received ordered	d merchandise/serv	ice expected on DDMMM	Y Y Y Y Y The expecte	d merchandise/	service is described as
		merchant was con	tacted on	in	an attempt to resolve the issue.*
(Please provide description	of the expected service/g	goods, proof of attempts to resolve this matter	о о м м ч	Y Y Y	•
Others: (please spec					
Please ensure to provide re	alevant documentation to	support your dispute. ex: Charge slip, ATM slip	o (enecify NRE/non NRE), passport (for int	arnational transaction	ne) card statement
(if transaction has been sta Declaration: I hereby co	temented) onfirm that the informa	ation furnished to be true and accurate. and undertake to bear any dispute char	I hereby agree to have my card repl	aced to facilitate t	
.,			Date:		
Signature (Primary C	Card Holder):		Mobile:	YYYY	
		take upto 180 days to resolve and that	Phone:		
the bank reserves the right	to reverse any interim cre	edit given in this regard.	Fax:		