

TRANSACTION DISPUTE FORM

For all transaction dispute cases regarding your CPS Transfers prepaid card account, please complete this form in full, attach the supporting documents (correspondence between you and the merchant, guarantees that you've been given) and a detailed letter covering the nature of the dispute.

Send this form back to: dispute@cpstransfers.com

Upon receipt of the dispute form, we will review your case and action it accordingly.

MAIN CARDHOLDER DETAILS

Title _____
Name _____
Surname _____
Card number _____ (last four digits)

CONTACT DETAILS

Address _____
Postcode _____
Contact email _____
Cardholder's Name _____

DISPUTE PARTICULARS

Please complete a form for each dispute charge of a different reason. Failing to choose the appropriate reason and not attaching all the relevant documents might render the case as void.

N°	Merchant Name	Transaction Date			Transaction Amount	Disputed Amount
		MM	DD	YYYY		
		/	/			
		/	/			
		/	/			
		/	/			
		/	/			

I WISH TO DISPUTE THE ABOVE CHARGE(S) BASED ON THE FOLLOWING REASON (please tick accordingly):

UNAUTHORIZED TRANSACTION

I did not authorize or participate in the transaction(s) indicated above or authorize anyone to engage in the transaction(s). My card was reported lost/stolen on ^{MM} / ^{DD} / ^{YYYY} - if applicable.

After receiving your complaint we will immediately close your card. We will also issue you a new card and PIN unless you ask us not to.

I don't want a new card to be issued

UNAUTHORIZED MULTIPLE TRANSACTIONS

I did authorize at least one transaction for EUR _____ at the above Merchant, but did not participate in the other transaction(s) for EUR _____ and the card was still in my possession at the time of the transaction(s). Enclosed is a copy of my authorized sales draft.

I don't want a new card to be issued

INCORRECT AMOUNT/CURRENCY

The amount/currency billed by the Merchant was different from the sales draft or documents that I had authorized. Enclosed is my copy of sales draft or documents.

DUPLICATE PROCESSING

I certify that the above mentioned transaction was charged to my account twice in error. Enclosed is a copy of the statement showing duplication of transaction.

CANCELLATION OF RECURRING TRANSACTION

I have notified the Merchant to cancel my recurring membership/subscription on ^{MM} / ^{DD} / ^{YYYY}, which date is prior to the disputed transaction date. Enclosed is the cancellation notification made to the Merchant and copy of terms and conditions showing cancellation policy.

GOODS/SERVICES WERE NOT RECEIVED

I have not received the merchandise/service. Expected delivery was ^{MM} / ^{DD} / ^{YYYY}. I have attempted to resolve my dispute with the Merchant on ^{MM} / ^{DD} / ^{YYYY}. Enclosed is the order form with the agreed delivery date.

DISPUTE PARTICULARS

MERCHANDISE OR SERVICE RECEIVED WAS NOT AS DESCRIBED/DEFECTIVE

I enclose details of merchandise/ service order. I have attempted to resolve my dispute with the Merchant and have returned any merchandise on ^{MM} / ^{DD} / ^{YYYY} . Enclosed is proof that the Merchant received my returned merchandise.

REFUND NOT PROCESSED

I have not received my refund from the Merchant. Enclosed is my copy of the credit voucher issued by the Merchant.

This order was not as described/defective for the following reasons:

CANCELLATION OF RESERVATION

I made a reservation and later cancelled on ^{MM} / ^{DD} / ^{YYYY} .

Cancellation reference number: _____ . Enclosed is the cancellation notification to the Merchant, the Merchant's acknowledgement and the promise for a refund. Enclosed is a copy of the terms and conditions showing cancellation.

CASH NOT RECEIVED OR PARTIALLY RECEIVED FROM THE ATM

I have not received the amount for EUR _____ . I intended to withdraw at the ATM _____ or received only the part of the amount I intended to withdraw. Enclosed is the ATM receipt for the non-receipt of ATM cash.

OTHERS (please indicate details)

I declare that above given information is true, correct to my knowledge and I have enclosed the necessary document(s) required to support my dispute. Furthermore I endorse that I shall stand by the truth of this statement for subsequent enquiries by the CPS Transfers/Law enforcement authorities (if any). I understand that I can be held liable for all charges incurred if this dispute raised by me is found invalid. I agree to pay the charges levied by CPS Transfers for the same including the cost incurred for investigation of my claim. By ticking the option for unauthorized transaction(s), I permit CPS Transfers to de-activate the card on which the fraudulent transaction(s) took place.