



# Disputed transaction statement

## Details Cardholder

Name \_\_\_\_\_

ICS customer number\* \_\_\_\_\_

Card number (the last four digits on the Card)

□	□	□	□	□	□	□	□	□	□	□	□	□	□	□	□
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\* Your ICS customer number, which consists of at least 7 and no more than 11 digits, can be found on your account statement.

## Disputed transaction details (Please mark the transaction on a copy of the statement to be sent along with this form)

Description \_\_\_\_\_

Date of transaction \_\_\_\_\_

Currency \_\_\_\_\_

Amount \_\_\_\_\_

(Please state the amount and currency in the original currency: USD 100.00, for example)

## Reason for dispute (Tick no more than one option)

### Incorrect processing

- I received no/too little money from an ATM. The amount I received was: € \_\_\_\_\_
- The amount charged is not the same as the amount on my transaction slip. I am hereby enclosing a copy of the transaction slip with the correct purchase amount.
- The products or services were paid for in another way: see proof of payment. I attempted to arrive at a solution with the company by telephone/fax/e-mail on \_\_\_\_\_ (date)
- I received an exchange credit for this purchase from the company, but the amount has not yet been credited to my Card. I am enclosing a copy of the exchange credit for this purchase.
- I made only one transaction for this amount with this company for this amount.

### Cancellation or non-receipt of goods or services

- I cancelled the holiday/hotel/other reservation, namely: \_\_\_\_\_ according to the general terms and conditions of the company and on \_\_\_\_\_ (date)  
I tried to arrive at a solution with the company by means of telephone/fax/e-mail and am waiting for a refund from the company.  
If applicable: I returned the holiday package on \_\_\_\_\_ (date)  
See enclosed proof of cancellation/return.
- I cancelled the subscription. This is shown on the proof or explanation I am enclosing.
- I did not receive the goods/services and tried on \_\_\_\_\_ (date) to arrive at a solution with the company by means of telephone/fax/e-mail. Enclosed is a copy of the invoice and the agreements concerning the delivery.

### Unknown or unauthorised payment

- I do not recognise this transaction and would like to receive more information about it.
- I did not give permission for this transaction, and neither did I authorise any third party to give permission for this transaction, by submitting my Card or Card details to this company. My credit card was not stolen and has been in my possession at all times.
- I did not give any permission for this transaction, but there was such a transaction made at this company on \_\_\_\_\_ (date)  
The Card has been in my possession at all times. On \_\_\_\_\_ (date)  
I tried to arrive at a solution with the company by means of telephone/fax/e-mail.

### Other information

Explanation: \_\_\_\_\_

Date and place \_\_\_\_\_

Signature \_\_\_\_\_