

Merchant Dispute Form

Date:

A/c Number

Details of disputed item/s:

Transaction Ref	Transaction Date	Merchant Name	Transaction Amt	Disputed Amt
No.				

I am disputing the transaction(s) listed above for the below given reason and request you to settle the cases. (Please select one)

1. Duplicate/multiple billing. I have done only one transaction but I was billed _____(Twice/Thrice etc).

2. The transaction Amount is Rs_____but I was billed for Rs._____

3. Transaction cancelled and I have not received the credit/refund for the same (Attach refund note/ merchant's letter or any form of merchant's confirmation that the transaction was cancelled and the credit was due to you).

4. Cancelled membership/Subscription/booking (**Attach the cancellation letter which you sent to the merchant)

5. I ordered goods/services and the same are expected by Date (dd/mm/yy) ______. But I never received the same. ****** I contacted the merchant on Date (dd/mm/yy) _____and his response _____

6. Others (Please explain in detail. Please attach a separate letter if necessary).

**For Internet / E-commerce transactions, the customer needs to first contact the Merchant & attempt to resolve the dispute.

Declaration: I hereby confirm that the information mentioned above is true and to the best of my knowledge.

Customer Name:
Signature
Email:
Contact No:

IPPB official Name Emp id and Branch Name Signature and Seal