



Bank of The Bahamas

L I M I T E D

CARDHOLDER DISPUTE FORM

CARDHOLDER NAME:	PICK-UP BRANCH:
CARD NUMBER:	EXPIRY DATE:
EMAIL ADDRESS:	TELEPHONE:

TRANSACTION DETAILS (Please list the transaction(s) you are disputing)

TRANSACTION DATE	AMOUNT	MERCHANT NAME

PLEASE TICK THE OPTION(S) THAT APPLY.

SECTION A – FRAUDULENT/UNAUTHORIZED TRANSACTIONS

- ☐ Unauthorized - I have not participated or authorized the above transaction(s)
- ☐ Card was in my possession at the time of the transaction(s)
- ☐ Card Lost or Stolen – Reported on: _____

SECTION B – CONSUMER DISPUTES (GOODS/SERVICES)

- ☐ Cancelled Merchandise/Services – Provide cancellation confirmation
- ☐ Counterfeit Merchandise
- ☐ Not as Described or Defective Merchandise/Services. Provide details below.
- ☐ Misrepresentation
- ☐ Cancelled Recurring Transaction/Subscription - Provide cancellation confirmation
- ☐ Credit Not Processed – Attach a copy of the credit slip
- ☐ ATM Non-Receipt of Cash – Amount Requested: \$ _____ Amount Received: \$ _____
- ☐ Merchandise/Services Not Received

SECTION C – PROCESSING ERRORS

- ☐ Incorrect amount charged - Receipt shows \$ _____ Amount Charged \$ _____
- ☐ Duplicate Charge – I was charged twice/multiple times for the same transaction
- ☐ Paid by Other Means – Provide proof of payment
- ☐ Other (Please specify): _____

- ☐ I certify that the information is accurate to the best of my knowledge. I understand that if the Bank finds the transaction to be valid or made by someone known to me, a \$35.00 fee will be charged to my account.

Cardholder Signature: _____

Date: _____

BRANCH USE ONLY

Prepared By: _____

Authorized By: _____

Branch Location: _____

CARD CENTRE USE ONLY

Authorized By: _____

Processed By: _____

Verified By: _____



This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There is a larger margin at the top, followed by several rows of standard-height lines, and another larger margin at the bottom. The lines are thin and black.