



Disputed Transaction Claim Form

Card-holder's Name: _____

[illegible]

Contact Number:		Email Address:	
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Card Type: ☐ Visa Classic ☐ Visa Gold ☐ Visa Infinite ☐ Visa Debit

Detail of Disputed Transactions:

Kindly itemize transactions as seen on your statement (***do not group the transactions even if the Merchant is the same***).

Dispute No.	Transaction Date <small>(YYYY/MM/DD)</small>	Merchant Name	Transaction Environment	Transaction Amount	Currency
1	<div></div>	<div></div>	<div><div><input type="radio"/> Card Present</div><div><input type="radio"/> Contactless</div></div>	<div></div>	<div><div><input type="radio"/> JMD <input type="radio"/> USD</div><div><input type="radio"/> CAD</div><div><input type="radio"/> GBP <input type="radio"/> Euro</div><div><input type="radio"/> Other <div></div></div></div>
2	<div></div>	<div></div>	<div><div><input type="radio"/> Card Present</div><div><input type="radio"/> Contactless</div></div>	<div></div>	<div><div><input type="radio"/> JMD <input type="radio"/> USD</div><div><input type="radio"/> CAD</div><div><input type="radio"/> GBP <input type="radio"/> Euro</div><div><input type="radio"/> Other <div></div></div></div>
3	<div></div>	<div></div>	<div><div><input type="radio"/> Card Present</div><div><input type="radio"/> Contactless</div></div>	<div></div>	<div><div><input type="radio"/> JMD <input type="radio"/> USD</div><div><input type="radio"/> CAD</div><div><input type="radio"/> GBP <input type="radio"/> Euro</div><div><input type="radio"/> Other <div></div></div></div>
4	<div></div>	<div></div>	<div><div><input type="radio"/> Card Present</div><div><input type="radio"/> Contactless</div></div>	<div></div>	<div><div><input type="radio"/> JMD <input type="radio"/> USD</div><div><input type="radio"/> CAD</div><div><input type="radio"/> GBP <input type="radio"/> Euro</div><div><input type="radio"/> Other <div></div></div></div>
5	<div></div>	<div></div>	<div><div><input type="radio"/> Card Present</div><div><input type="radio"/> Contactless</div></div>	<div></div>	<div><div><input type="radio"/> JMD <input type="radio"/> USD</div><div><input type="radio"/> CAD</div><div><input type="radio"/> GBP <input type="radio"/> Euro</div><div><input type="radio"/> Other <div></div></div></div>
6	<div></div>	<div></div>	<div><div><input type="radio"/> Card Present</div><div><input type="radio"/> Contactless</div></div>	<div></div>	<div><div><input type="radio"/> JMD <input type="radio"/> USD</div><div><input type="radio"/> CAD</div><div><input type="radio"/> GBP <input type="radio"/> Euro</div><div><input type="radio"/> Other <div></div></div></div>
7	<div></div>	<div></div>	<div><div><input type="radio"/> Card Present</div><div><input type="radio"/> Contactless</div></div>	<div></div>	<div><div><input type="radio"/> JMD <input type="radio"/> USD</div><div><input type="radio"/> CAD</div><div><input type="radio"/> GBP <input type="radio"/> Euro</div><div><input type="radio"/> Other <div></div></div></div>
8	<div></div>	<div></div>	<div><div><input type="radio"/> Card Present</div><div><input type="radio"/> Contactless</div></div>	<div></div>	<div><div><input type="radio"/> JMD <input type="radio"/> USD</div><div><input type="radio"/> CAD</div><div><input type="radio"/> GBP <input type="radio"/> Euro</div><div><input type="radio"/> Other <div></div></div></div>

Please indicate which of these options best represents the reason for the dispute(s).

I declare I had the following inconvenience with my card -

Dispute Number (s)	Dispute Reason
<input type="text"/>	I neither authorized nor participated in the transaction.
<input type="text"/>	Transaction was duplicated.
<input type="text"/>	Transaction was made for the amount of <input type="text"/> but appears on my account statement for <input type="text"/> .
<input type="text"/>	Credit transaction was processed as a debit.
<input type="text"/>	Credit receipt from merchant was never processed. <i>(Please provide evidence of the reimbursement made by the merchant, credit promises, and interaction between the merchant and the customer to resolve the dispute).</i>
<input type="text"/>	The transaction was paid by other means. <i>(Please provide evidence that confirms the other payment method)</i>
<input type="text"/>	Goods were received damaged/ defective.
<input type="text"/>	Goods/Service ordered from the merchant were not received by me. <i>(Please attach evidence of interaction between the merchant and the customer to resolve the dispute, including date when expected to received the merchandise/services).</i>
<input type="text"/>	Goods were returned by me.
<input type="text"/>	Re-occurring transaction was canceled. <i>(Please provide evidence of cancellation and interaction between the merchant and the customer to resolve the dispute).</i>
<input type="text"/>	I made a withdrawal attempt but the ATM didn't give me the cash.
<input type="text"/>	I made a withdrawal for <input type="text"/> but the ATM only gave me <input type="text"/> .

Please include any screenshots, receipts and transaction alerts to support the investigations.

Additional Information

Customer Acknowledgment

I, the undersigned applicant, acknowledge and agree that the information given by me is correct and I understand that JN Bank will conduct an investigation regarding the transactions claimed and that pending the results of the Bank's investigation, **only applicable transactions will be reimbursed** by the Bank, and if so required, such amount until repaid would be considered a debt owing to the Bank.

Card-holder's Signature

Date (YYYY/MM/DD)

The [JN Bank Credit Cardholder Agreement](#) (Section 13 – Settling Disputes) guides the process for handling disputed transaction claims. This disputed transaction form should be completed and submitted within 30 days of the transaction date of said disputed transactions.

FOR OFFICIAL USE ONLY

Officer Name

Officer Signature