



Disputed Transaction Claim Form

This form is applicable to Credit and Debit Card Transactions.

Dispute Number	Transaction Date (YYYY/MM/DD)	Merchant Name	Transaction Environment	Transaction Amount	Transaction Currency	Dispute Reason
						<input type="radio"/> I made a withdrawal attempt but the ATM didn't give me the cash. <input type="radio"/> I made a withdrawal for <input type="text"/> but ATM only gave me <input type="text"/> .
2	<input type="text"/>	<input type="text"/>	<input type="radio"/> Card Present <input type="radio"/> Card Not Present	<input type="text"/>	<input type="radio"/> JMD <input type="radio"/> USD <input type="radio"/> CAD <input type="radio"/> GBP <input type="radio"/> EURO <input type="radio"/> Other <input type="text"/>	<input type="radio"/> I neither authorized nor participated in the transaction. <input type="radio"/> I authorized the use of my card by <input type="text"/> (State the name of the authorised user) <input type="radio"/> Transaction was duplicated. <input type="radio"/> Transaction was made for the amount of <input type="text"/> but appears on my statement for <input type="text"/> . <input type="radio"/> Credit transaction was processed as a debit. <input type="radio"/> Credit receipt from merchant was never processed (Please provide evidence of the reimbursement made by the merchant, credit promises, and interaction between the merchant and the customer to resolve the dispute). <input type="radio"/> The transaction was paid by other means. (Please provide evidence that confirms the other payment method) <input type="radio"/> Goods were received damaged/ defective. <input type="radio"/> Goods/Service ordered from the merchant were not received by me. (Please attach evidence of interaction between the merchant and the customer to resolve the dispute, including date when expected to received the merchandise/services). <input type="radio"/> Goods were returned by me. <input type="radio"/> Re-occurring transaction was canceled. (Please provide evidence of cancellation and interaction between the merchant and the customer to resolve the dispute). <input type="radio"/> I made a withdrawal attempt but the ATM didn't give me the cash. <input type="radio"/> I made a withdrawal for <input type="text"/> but ATM only gave me <input type="text"/> .
3	<input type="text"/>	<input type="text"/>	<input type="radio"/> Card Present <input type="radio"/> Card Not Present	<input type="text"/>	<input type="radio"/> JMD <input type="radio"/> USD <input type="radio"/> CAD <input type="radio"/> GBP <input type="radio"/> EURO	<input type="radio"/> I neither authorized nor participated in the transaction. <input type="radio"/> I authorized the use of my card by <input type="text"/> (State the name of the authorised user) <input type="radio"/> Transaction was duplicated. <input type="radio"/> Transaction was made for the amount of <input type="text"/> but appears on my statement for <input type="text"/> .



Disputed Transaction Claim Form

This form is applicable to Credit and Debit Card Transactions.

Dispute Number	Transaction Date (YYYY/MM/DD)	Merchant Name	Transaction Environment	Transaction Amount	Transaction Currency	Dispute Reason
					<input type="radio"/> Other <input style="width: 50px; height: 20px;" type="text"/>	<input type="radio"/> Credit transaction was processed as a debit. <input type="radio"/> 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="radio"/> The transaction was paid by other means. <i>(Please provide evidence that confirms the other payment method)</i> <input type="radio"/> Goods were received damaged/ defective. <input type="radio"/> 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="radio"/> Goods were returned by me. <input type="radio"/> 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="radio"/> I made a withdrawal attempt but the ATM didn't give me the cash. <input type="radio"/> I made a withdrawal for <input style="width: 50px;" type="text"/> but ATM only gave me <input style="width: 50px;" type="text"/> .
4	<input style="width: 50px; height: 20px;" type="text"/>	<input style="width: 100%; height: 40px;" type="text"/>	<input type="radio"/> Card Present <input type="radio"/> Card Not Present	<input style="width: 50px; height: 20px;" type="text"/>	<input type="radio"/> JMD <input type="radio"/> USD <input type="radio"/> CAD <input type="radio"/> GBP <input type="radio"/> EURO <input type="radio"/> Other <input style="width: 50px; height: 20px;" type="text"/>	<input type="radio"/> I neither authorized nor participated in the transaction. <input type="radio"/> I authorized the use of my card by <input style="width: 100px;" type="text"/> <i>(State the name of the authorised user)</i> <input type="radio"/> Transaction was duplicated. <input type="radio"/> Transaction was made for the amount of <input style="width: 50px;" type="text"/> but appears on my statement for <input style="width: 50px;" type="text"/> . <input type="radio"/> Credit transaction was processed as a debit. <input type="radio"/> 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="radio"/> The transaction was paid by other means. <i>(Please provide evidence that confirms the other payment method)</i> <input type="radio"/> Goods were received damaged/ defective. <input type="radio"/> 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="radio"/> Goods were returned by me.



Disputed Transaction Claim Form

This form is applicable to Credit and Debit Card Transactions.

Dispute Number	Transaction Date (YYYY/MM/DD)	Merchant Name	Transaction Environment	Transaction Amount	Transaction Currency	Dispute Reason
						<input type="radio"/> 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="radio"/> I made a withdrawal attempt but the ATM didn't give me the cash. <input type="radio"/> I made a withdrawal for <input style="width: 50px;" type="text"/> but ATM only gave me <input style="width: 50px;" type="text"/> .
5	<input style="width: 50px;" type="text"/>	<input style="width: 100%;" type="text"/>	<input type="radio"/> Card Present <input type="radio"/> Card Not Present	<input style="width: 50px;" type="text"/>	<input type="radio"/> JMD <input type="radio"/> USD <input type="radio"/> CAD <input type="radio"/> GBP <input type="radio"/> EURO <input type="radio"/> Other <input style="width: 50px;" type="text"/>	<input type="radio"/> I neither authorized nor participated in the transaction. <input type="radio"/> I authorized the use of my card by <input style="width: 100%;" type="text"/> <i>(State the name of the authorised user)</i> <input type="radio"/> Transaction was duplicated. <input type="radio"/> Transaction was made for the amount of <input style="width: 50px;" type="text"/> but appears on my statement for <input style="width: 50px;" type="text"/> . <input type="radio"/> Credit transaction was processed as a debit. <input type="radio"/> 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="radio"/> The transaction was paid by other means. <i>(Please provide evidence that confirms the other payment method)</i> <input type="radio"/> Goods were received damaged/ defective. <input type="radio"/> 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="radio"/> Goods were returned by me. <input type="radio"/> 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="radio"/> I made a withdrawal attempt but the ATM didn't give me the cash. <input type="radio"/> I made a withdrawal for <input style="width: 50px;" type="text"/> but ATM only gave me <input style="width: 50px;" type="text"/> .

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



Additional Information

1) What is the date of the last known ATM or Point of Sale Transaction? <i>(Prior to disputed transaction)</i>	<input type="text"/>	2) What is the value of the last known ATM or Point of Sale Transaction? <i>(Prior to disputed transaction)</i>	<input type="text"/>	3) What is the total value of the disputed transaction(s)?	<input type="text"/>
4) Do you keep your PIN written down anywhere?	<input type="radio"/> Yes <input type="radio"/> No	If "yes", please give details:	<input type="text"/>		
5) Have you made a report to the police about the disputed transaction(s)?	<input type="radio"/> Yes <input type="radio"/> No	If "yes", please provide a copy of receipt.	<input type="text"/>		
6) How did you become aware of the disputed transaction(s)?	<input type="radio"/> SMS <input type="radio"/> Email Alert <input type="radio"/> Other	If, other, please provide details	<input type="text"/>		



Customer Acknowledgment

I, the undersigned applicant, acknowledge and agree that ;

- i. the information given by me is correct ;
- ii. I understand that the statements, written and oral, made by me in connection with this report may be used in Court Proceedings.
- iii. I authorize you to disclose to the Police or any other law enforcement agency of any transaction carried out on my /our account to aid in their investigations.
- iv. I authorize you to contact and obtain, if necessary, any records held by other Financial Institutions in relation to this report, in order to investigate this matter fully; and
- v. 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 completion of this Form is guided by the cardholder agreements for the respective card types which can be found on the Bank's website <https://www.jnbank.com/member-forms/>.
Please be guided and ensure that the Form is submitted within the required timeline.*

FOR OFFICIAL USE ONLY

Officer Name

Officer Signature