

SAMBA DISPUTE FORM

Customer Name	<input type="text"/>	Date	<input type="text"/>
Account Number	<input type="text"/>		
Credit Card or ATM Card Number	<input type="text"/>		

ATM Cash Deposit

I/We have tried depositing at your Cash Deposit machine and have not received the credit in my above mentioned account. Kindly arrange to credit the same to my account at the earliest

DETAILS	DENOMINATION/NO.		AMOUNT
	Amount	1000 x	
	500 x		
Date and Time	200 x		
	100 x		
Location	50 x		
	20 x		
Machine ID / ATM ID	10 x		
Additional Information	Customer Signature*		

ATM Withdrawal

I/We tried to withdraw the below mentioned amount from the ATM, but the Full/Partial cash was not dispensed from the machine I/We hereby request you to please investigate and credit the amount back to my/our accounts. Details of transaction are as follows:

Amount Requested		Amount Received	
Date		Time	
Withdrawal Bank Name			
Machine / ATM ID			
Transaction Reference No			
Additional Information		Customer Signature*	

Debit Card purchases (POS/Online)

I/We hereby request you to please investigate and credit the amount back to my/our accounts. Details of transaction are as follows:

<input type="checkbox"/>	I did not authorize or perform the below transaction. My Debit card was lost/stolen/in my possession all the time
<input type="checkbox"/>	I received a refund for below transaction but the refund has not been applied to my Debit Card/Account
<input type="checkbox"/>	I cancelled the transaction but amount has been charged to my Debit Card/Account

Transaction Amount		Date of Transaction	
Merchant Name			
Transaction Reference No.			
Additional Information		Customer Signature*	

NOTE: Please attach copies of any documents to support your claim. Lack of documentation may delay resolution of your dispute

FOR BANK USE ONLY	
Maker Name:	CRM Reference:
Signature:	Assigned to:

*Terms and Conditions apply

Samba Financial Group, P.O Box 6038, Dubai, United Arab Emirates. Tel: +971 4 709 1111, Fax: +971 4 709 1122, www.samba.ae Foreign Branches of Samba Financial Group Saudi Arabia in UAE are under the supervision and oversight of the Central Bank of U.A.E.

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