

Chargeback — Not Authorized Transaction

Attn: Chargebacks — Email: customersupport@dcbank.ca

Requested Date: _____

Last 4-digits: _____

Cardholder Name: _____

Contact Phone #: _____

Wallet Number: _____

Reason for Chargeback

The cardholder was not in possession nor in control of the card issued to the account at the time of the transaction. The card used was lost, stolen or never received issued (NRI): Yes No

 No Cardholder Authorization

 Duplicate Processing

 Cancelled Recurring Transaction

 Non receipt of Merchandise

 Cardholder Dispute – Defective/Not as Described

 Services Not Rendered

 Cardholder Does Not Recognize – Potential Fraud

 Credit Not Processed

 Transaction Amount Differs

 Fraudulent Processing of Transactions
Disputed Transactions

Dispute details: Describe the cardholders complain in sufficient detail to enable all parties to understand the dispute.

Transaction Date: _____

Merchant Name: _____

Transaction Amount: _____

Transaction Date: _____

Merchant Name: _____

Transaction Amount: _____

Transaction Date: _____

Merchant Name: _____

Transaction Amount: _____

Transaction Date: _____

Merchant Name: _____

Transaction Amount: _____

Transaction Date: _____

Merchant Name: _____

Transaction Amount: _____

Transaction Date: _____

Merchant Name: _____

Transaction Amount: _____

Transaction Date: _____

Merchant Name: _____

Transaction Amount: _____

Transaction Date: _____

Merchant Name: _____

Transaction Amount: _____

Cardholder Approval:

I, _____ did not authorize, acknowledge or approve the transaction(s) disputed above

Cardholder Signature: _____ Date: _____