

E-mail: [ttm-chargebackteam@dohabank.com.qa](mailto:ttm-chargebackteam@dohabank.com.qa)

### Credit/Debit Card Dispute Form

Date: \_\_\_\_\_

Card Number:

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No.	Transaction Date	Merchant Name (as it appears in the credit card statement)	Billing Amount

I dispute the above transactions appearing on my Doha Bank Credit Card Statement for the following reason; (**Note: Disputes should be reported to the bank within 30 days from the statement date**)

- I have neither participated in nor authorised the above transaction(s). I confirm that the card was always in my possession. (Please provide dispute form & correspondence documents)
- The above transaction has been charged duplicate to my card account.
- I have paid for this transaction by other means. (Other card / Cash / Cheque. Please provide proof)
- This is a recurring transaction/subscription. I have cancelled this on \_\_\_\_\_. (Please provide cancellation letter sent to the merchant.)
- I cancelled the service, Airline ticket, Hotel reservation, on \_\_\_\_\_ Cancellation # \_\_\_\_\_. (Please provide cancellation letter sent to the merchant & acceptance.)
- The billed amount is incorrect. The amount charged by the merchant was \_\_\_\_\_. (Please provide a copy of your sales slip for the correct amount agreed by you)
- I agree to the transactions for \_\_\_\_\_ dated \_\_\_\_\_ at \_\_\_\_\_, but, I have not participated to the above transactions at the same merchant.
- I have still not received the credit for the transaction from the merchant (Please enclose the refund order).
- I have received a credit for the above transaction, but it has been processed at a different exchange rate from the original debit.
- I did not receive the requested cash at the ATM. (Please provide the ATM receipt)
- I did not receive the Goods / Services. (Please provide a copy of the merchant's delivery terms and your correspondence with the merchant, if any)

Dispute related comments (if any): \_\_\_\_\_

**I agree to an investigative charge of QR. 100.00 for each disputed transaction, if the transaction is proven to be mine. I understand that the investigation may take a maximum period of 180 days to resolve and that the bank reserves the right to reverse any interim credit given to you in this regard. Please attach all relevant documents.**

Customer Name: \_\_\_\_\_

Cardholder's Sign: \_\_\_\_\_

Contact: Office \_\_\_\_\_

Mobile \_\_\_\_\_

Res \_\_\_\_\_

Fax \_\_\_\_\_