



Transaction Dispute and Claim Request Personal Banking and Business Banking Accountholders

| Po D M M Y Y Y Y Y Code Name Your Details Name * Contact Number * Email Address Account Details (Mandatory for account transactions) Account Name Account Number Card Details (Mandatory for card transactions) Debit Card Number (Last 4-digits only) Card Type Platinum Gold Classic BBA FastTransfer Membership Number (Mandatory for home remittance transactions) Membership Number Member Type Account Cash Transaction Details | NOTE: Please fill-in this form in "BLOCK" letters and sign at all required places. * Indicates mandatory field | | | | |
|---|--|-----------------------------|--|---|--|
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| | FastTransfer Membership Number (Mandatory for home remittance transactions) | | | | |
| Transaction Details | Membership Number | | Member Type Account | Cash | |
| | Transaction Details | | | | |
| Transaction Type * Cash Withdrawal Internal Transfer in HBL UAE FastTransfer Home Remittance | Transaction Type * | Cash Withdrawal | Internal Transfer in HBL UAE | FastTransfer Home Remittance | |
| Cash Deposit Local Transfer to a bank in UAE International Transfer | | Cash Deposit | Local Transfer to a bank in UAE | International Transfer | |
| Demand Draft Cheque Deposit Card Payment to Other Bank | | Demand Draft | Cheque Deposit | Card Payment to Other Bank | |
| POS Purchase E-Commerce Purchase Other | | POS Purchase | E-Commerce Purchase | Other | |
| Transaction Channel * HBL UAE Branch ATM/CCDM HBL UAE InternetBanking Other ATM/CCDM outside UAE | Transaction Channel * | HBL UAE Branch ATM/CCDM | HBL UAE InternetBanking | Other ATM/CCDM outside UAE | |
| HBL UAE Offsite ATM/CCDM HBL UAE PhoneBanking Point-of-Sale (POS) in UAE | | HBL UAE Offsite ATM/CCDM | HBL UAE PhoneBanking | Point-of-Sale (POS) in UAE | |
| HBL UAE Branch Other ATM/CCDM in UAE Point-of-Sale (POS) outside UAE | | HBL UAE Branch | Other ATM/CCDM in UAE | Point-of-Sale (POS) outside UAE | |
| E-Commerce Merchant Website Other | | E-Commerce Merchant Website | | | |
| Date of Transaction * Currency & Amount * | Date of Transaction * | D D M M Y Y | Y | | |
| Bank Name/Merchant Name* Transaction Ref. No. * | | | | | |
| Type of Dispute* | Type of Dispute* | | Cash deposited partially | Funds not received | |
| Cash dispensed partially Transaction amount is incorrect Home Remittance not received | | | | Home Remittance not received | |
| Cash not deposited Fraudulent Transaction Other | | Cash not deposited | Fraudulent Transaction | Other | |
| | | | | | |
| Documents attached (if any) | Documents attached (if any) | | | | |
| Declaration I/We hereby confirm that all information provided in this form is correct to the best of my knowledge and the provided documentation not altered and/or tampered. I/We | | | | | |
| fully understand that in case of a Card Purchase/Withdrawal, the Bank will only reverse the entry for the claimed amount after verifying such claims with the respective banks / Visa / Third-Party Transaction Network(s). I/We fully understand that HBL reserves the right to accept and action this request. I/We fully understand that in case of Other Banks / Visa / Third-Party Transaction Network(s), HBL can only reverse the transaction or refund the claimed amount upon receipt of funds from the respective party. | | | | | |
| Same, visa, | Same / Visa / Visit Valey Wallsace | | instance and and and annual annual approximation and approximation and annual approximation and approxima | rreceipt or railed from the respectative party. | |
| Primary Accountholder Name Signature Signature Verification (Branch Staff) | Primary Accountholder Name | Signature | Signature Verification | (Branch Staff) | |
| | | | | | |
| Joint Accountholder Name Signature Signature Verification (Branch Staff) | Joint Accountholder Name | Signature | Signature Verification | (Branch Staff) | |
| | | 8 | | | |
| Joint Accountholder Name Signature Signature Verification (Branch Staff) Company Stamp | Joint Accountholder Name | Signature | Signature Verification | (Branch Staff) Company Stamp | |
| (For Business Accountholders) For Bank Use only | | | | | |

Date

Name

Signature