

NOTE: Please fill-in this form in "BLOCK" letters and sign at all required places.

* Indicates mandatory field

Date* Branch*

D D M M 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

Transaction Type* Cash Withdrawal Internal Transfer in HBL UAE FastTransfer Home Remittance
 Cash Deposit Local Transfer to a bank in UAE International Transfer
 Demand Draft Cheque Deposit Card Payment to Other Bank
 POS Purchase E-Commerce Purchase Other

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 Branch Other ATM/CCDM in UAE Point-of-Sale (POS) outside UAE
 E-Commerce Merchant Website Other

Date of Transaction* Currency & Amount*

D D M M Y Y Y Y

Bank Name/Merchant Name* Transaction Ref. No.*

Type of Dispute* Cash not dispensed Cash deposited partially Funds not received
 Cash dispensed partially Transaction amount is incorrect Home Remittance not received
 Cash not deposited Fraudulent Transaction Other

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.

Primary Accountholder Name	Signature	Signature Verification (Branch Staff)	Company Stamp <small>(For Business Accountholders)</small>
Joint Accountholder Name	Signature	Signature Verification (Branch Staff)	
Joint Accountholder Name	Signature	Signature Verification (Branch Staff)	

For Bank Use only

Application Received by

Name Signature Date