

CARD SERVICES DISPUTE CLAIM FORM

This form will be returned if incomplete, or supporting documentation is not supplied

Please complete in full and return to us by post, e-mail or fax to the address details given below. We urge you to complete and return this form to us within 30 days of initial notification of your dispute, as timeframes may affect the success of your claim.

Post: Disputes, Access House, Cygnet Road, Cygnet Park, Hampton, Peterborough PE7 8FJ, United Kingdom

Email: prepaidmgmt_ppc_disputes@mastercard.com

Fax: +44 (0)208 610 4820

COMPLETING THIS FORM

ATM: If your dispute relates to an ATM not paying out the correct amount you requested, please only complete Section 1, 2 and 6 of this form

ALL OTHER DISPUTES: For all other disputes, please complete the form in full

| SECTION 1: YOUR PERSONAL DETAILS | | | | | | |
|--|----------------------|-------------|-------------------------|----------|--|--|
| CARDHOLDER NAME | | | | | | |
| CARDHOLDER ADDRE | SS | | | | | |
| CARD NUMBER | | | | | | |
| CONTACT PHONE NUM | MBFRS | | HOME | | | |
| | | | MOBILE | | | |
| | | | TEMPORARY | | | |
| EMAIL ADDDESS | | | TEM ORAR | | | |
| SECTION 2: DETAILS OF DISPUTE | | | | | | |
| | | | | | | |
| TRANSACTION | ATM/MERCHANT NAME | | TRANSACTION REF NUMBER | AMOUNT | | |
| DATE | | | | | | |
| | | | | | | |
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| Please continue on | the reverse of this | form or ano | ther sheet if necessary | | | |
| Please continue on the reverse of this form or another sheet if necessary SECTION 3: CARD DETAILS | | | | | | |
| | | | AKD DETAILS | | | |
| Did you sign the card | | Yes / No | | | | |
| If 'no' please explain why | | | | | | |
| M/ls and distance last as | | | | | | |
| Where did you last use the card? | | | | | | |
| What date and time d | lid you last use the | | | | | |
| card? | | | | | | |
| Is the card still in your possession? | | Yes / No | | | | |
| | | Yes / No | | | | |
| Could anyone have taken your card, used it and then replaced it? | | 103 / 110 | | | | |
| If yes, please provide details | | | | | | |
| Do you keep a written copy of your | | Yes / No | | | | |
| PIN? If yes, please provide details | | 103 / 140 | | | | |
| Could your PIN be known to other | | Yes / No | | | | |
| persons? If yes, please provide details | | 163 / 110 | | | | |
| Do you know the person who did these | | Yes / No | | | | |
| transactions? <i>If yes, please provide</i> | | I es / NO | | | | |
| | | | | | | |
| details | | | | | | |

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| CECTION 4. COMPLETE TE CARR TO NOT TH YOUR ROCCECTON | | | | | |
|--|--|--|--|--|--|
| SECTION 4: COMPLETE IF CARD IS <u>NOT</u> IN YOUR POSSESSION | | | | | |
| How has the card come to be out of your possession? | Lost / Stolen / retained in ATM / Not received in post / other (provide details) | | | | |
| Please provide details of date and time: | | | | | |
| What other documents or personal property was lost or stolen at the same time? | | | | | |

| SECTION 5: COMPLETE IF CARD <u>IS</u> IN YOUR POSSESSION | | | | |
|--|----------|--|--|--|
| What is the expiry date of the card? | | | | |
| Have you ever given your card details to a third party? | Yes / No | | | |
| If you place provide details of who when and the reason | | | | |
| If yes, please provide details of who, when and the reason | | | | |
| | | | | |
| | | | | |
| Have you ever used your card at any of the merchants | Yes / No | | | |
| where you are disputing the transactions? | | | | |
| If yes, please provide details of your transactions and | | | | |
| attach supporting documents such as receipts | | | | |
| | | | | |
| Have you ever visited the country where the disputes | Yes / No | | | |
| took place? | | | | |
| If yes, please provide details | | | | |
| If the transactions happened after you had left the country, | | | | |
| please provide travel related documents to show this | | | | |
| When was the last time you used your card? | | | | |
| Please provide details of date, time, merchant name and location | | | | |
| The state of the s | | | | |
| | | | | |
| Could the country to be because the country of | Vac / Na | | | |
| Could the purchase belong to another party on your | Yes / No | | | |
| account (secondary cardholder)? | | | | |
| If yes, please provide details | | | | |
| | | | | |
| Have you ever entered your could detaile on the interest | Yes / No | | | |
| Have you ever entered your card details on the internet or mobile device? | res / No | | | |
| | | | | |
| If yes, please provide details including anyone else who has access to your computer or mobile device? | | | | |
| Please include any free services or subscriptions you have | | | | |
| signed up for | | | | |
| Have you contacted the merchant in the attempt to | Yes / No | | | |
| resolve this issue? | | | | |
| If yes, please provide supporting documents showing | | | | |
| details including dates, method of contact and response | | | | |
| from the merchant | | | | |

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CARD SERVICES DISPUTE CLAIM FORM

| Section 6: Details and Declaration | | | | |
|---|--|--|--|--|
| | aim in the space below (you may use the reverse form, or | | | |
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| Have you informed the Police and/or your insurers? | Yes / No | | | |
| If yes, please provide details and attach supporting documents: | | | | |
| If no, please explain why: | | | | |
| ii iio, piease explain why. | | | | |
| | | | | |
| DECLARATION | | | | |
| I, the undersigned, declare that all information contained within this statement is correct to the best of my knowledge. I understand that the information I have provided will be transmitted across national borders, will be used in undertaking possible fraud investigations, and may be passed to law enforcement | | | | |
| Signed: | encies. | | | |
| Print Name: | | | | |
| Date: | | | | |
| ANYONE WHO KNOWINGLY MAKES A FALSE STATI | MENT MAY BE SUBJECT TO CRIMINAL PROSECUTION | | | |

When you have completed the form, please sign and return it to us by post, email or by fax to the details given below **Post**: Disputes, Access House, Cygnet Road, Cygnet Park, Hampton, Peterborough PE7 8FJ, United Kingdom

Email: prepaidmgmt ppc disputes@mastercard.com

Fax: +44 (0)208 610 4820

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