

how can we help you?

Personal Information
Card holder Name and Surname:
Contact Number: Email / Fax number:
Card Number:  Only complete first 7 and last 4 digits of your card number  Account Number:
Merchant / ATM Name: Amount: Transaction Date: D D M M Y Y Y Y
Please tick the applicable box below for the above mentioned transaction/s
Merchant / atm transaction:
I attempted to withdraw funds at the ATM but the ATM did not give me any cash (attach proof of ATM slip).
I attempted to withdraw funds at the ATM but the ATM only paid out an amount of R (Attach proof of ATM slip)
I returned the goods to the merchant and received a credit voucher, which does not appear on my account (attach credit voucher).
I only did one transaction at this merchant (attach a copy of your transaction slip). I did not authorise the additional transaction.
Transaction was paid for in another way (attach proof of payment).
My transaction was declined, but the funds were still reserved or deducted from my account (attach declined slip).
Travel and entertainment:
I made a hotel / vehicle hire booking, but cancelled the booking. (Attach proof of the cancellattion letter sent to and acknowledged by merchant).
Mail / telephone / online purchase:
I supplied my card details by mail, telephone or Internet order for a purchase. I contacted the merchant to stop the payment within 24 hours to 30
days depending on the merchant Terms & Conditions (Refer to the merchants T&C). (Attach copy of communication to merchant/ service provider)
I never received the merchandise that I have been debited for. I attempted to resolve the dispute with the merchant more than 30 days ago.
Expected delivery date: D D M M Y Y Y Y what was purchased:
(Attach copy of communication to merchant/ service provider)?
I returned the merchandise (Attach a copy of the return slip).
Declarations - by signing this form I confirm the following
<ol> <li>If proof is obtained that I did authorise the disputed transaction, I will be legally responsible to pay the required Dispute fees as per the FNB Pricing guide, transaction and other related charges.</li> <li>All information and documents that I have given FNB are true, authentic and correct</li> <li>I understand that by requesting FNB to reverse the authorisation it will not prevent the merchant from processing the transaction and debiting my account.</li> </ol>
Date: D D M M Y Y Y Y
Full name: Client Signature:
To prevent any delays in processing the dispute please ensure that all supporting documentation is attached where required.  Email this form to debitcarddisputes@fnb.co.za or Fax to 011 699 0885
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