

**Annexure-2**

<p><b>LETTER TO BE SUBMITTED BY DEBIT CARDHOLDER FOR DISPUTED POS/INTERNET TRANSACTION/S</b></p>
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From,  
\_\_\_\_\_

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

Phone No.: \_\_\_\_\_  
e-mail id: \_\_\_\_\_

To,  
**The Branch Manager**  
**Syndicate Bank**  
**Branch** \_\_\_\_\_

Dear Sir,

**Ref: My Debit Card No.** \_\_\_\_\_ **linked to A/c no.** \_\_\_\_\_

This is to inform that the following transaction debited in my account on \_\_\_\_\_ was unsuccessful / has not been carried out by me (strike out whichever not applicable)-

<b>Name of the POS/Merchant Establishment (ME)</b>	<b>Location of Merchant Establishment</b>

**Transaction Details are as follows:**

Details	Dispute 1	Dispute 2
Date of Transaction		
Amount attempted through Transaction		
Amount Disputed		
<b>Reasons for Dispute</b>		
A/c Debited but transaction unsuccessful at POS/ME		
Single transaction processed more than once at POS		
Amount debited in my a/c but transaction not recognized / authorised by me. It may be deemed as a fraudulent transaction.		
<b>Additional information, if any:</b>		

I request that the transaction may please be verified and suitable action may be initiated to reverse the amount with relevant charges in my Card account. In case the disputed transaction is decided in favour of acquirer as per VISA Dispute Resolution Rules, I hereby authorise you to debit my Card account with principal amount and relevant charges, including charges claimed by the acquirer bank, from the value date of the transaction. I undertake to pay the entire amount in such event.

<b>Name of the Cardholder &amp; Tel/Cell No</b>	<b>Signature of the Cardholder</b>

**FOR BRANCH USE ONLY:**

<b>Date of Receipt of Complaint</b>	<b>Date of Registration of Complaint</b>	<b>Name of the officer registering Complaint</b>
<b>Dispute ID</b>	<b>Signature of the officer registering Complaint:</b>	