بنـــك الريـــــان
ALRAYAN BANK

# استمارة مطابقة للبطاقة (الشركات)
# Card Dispute Form (Corporate)

## CUSTOMER DETAILS — بيانات العميل

| | |
|---|---|
| Customer Name | اسم العميل |
| Account Number | رقم الحساب |
| Card Number | رقم البطاقة |
| Contact Number | رقم الاتصال |

## TRANSACTION DETAILS — تفاصيل العمليات

| رقم No. | المبلغ Amount | العملة Currency | إسم التاجر أو البنك "كما يظهر في كشف الحساب" Merchant/Bank Name "as it appears in the statement" | تاريخ العملية Transaction Date |
|---|---|---|---|---|
| | | | | |
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| | | | | |
| | | | | |
| | | | | |
| | | | | |

Via _____ عـن طـريق

Dispute Reason _____ سبب المطالبة

Remarks _____ ملاحظات

## CLIENT AGREEMENT — موافقة العميل

**Important:** Please attach copies of any documents or receipts that support your claim, lack of it may delay resolution of your dispute.

- I authorize AlRayan Bank to Debit my account with a Retrieval Fee of QAR 75.00 for each dispute transaction if the disputed transaction is invalid.
- In case the transactions are genuine and prove to be mine in the future, I hereby authorize the bank to re-debit my account with such transaction/amounts along with related charges, if any.
- I hereby authorize AlRayan Bank to investigate about the above transactions.

**هـــام:** الرجـاء إرفـاق أيـه مسـتندات أو إيصـالات قـد تدعـم المطالبـة، وفـي حالةعـدم تقديمهـا سـيؤدي ذلـك لتـأخير عمليـة المطالبـة

- أفـوض بنـك الريـان بخصـم VO ريـال قطـري لـكل عمليـة عليهـا مطالبـة فـي حالـة ثبـت أن المطالبـة غير صحيحـة
- في حالـة ثبـوت صحـة هـذه المعـاملات مسـتقبلاً وتعلقهـا بـي فـإنني أفـوض بنـك الريـان بإعـادة قيـد تلـك المبالـغ ومـا أضيـف إليهـا مـن رسـوم
- أفوض بنك الريان في التحقيق في المعاملات الموضحة أعلاه.

| | | | |
|---|---|---|---|
| I Confirm the Card was Always in my Possession | لا ◯ No | نعم ◯ Yes | أؤكـد بتواجـد البطاقة بحوزتي بشكل دائـم |

| Fees الرسوم | Request Date تاريخ الطلب | SV مصادقة التوقيع | | توقيع العميل Signature |
|---|---|---|---|---|
| | | | | |

## FOR BANK USE ONLY — لاستخدام البنك فقط

| Staff ID# | Signature | مدير الفرع أو نائبه Branch Mgr/Asst Mgr |
|---|---|---|
| Staff ID# | Signature | مدقق الطلب Application Checked |

| Staff ID# | Signature | موظف خدمة العملاء CSR |
|---|---|---|
| Staff ID# | Signature | قسم البطاقات Card Centre |

PREM0060924

بنـــك الريـــــان
ALRAYAN BANK

# استمارة مطابقة للبطاقة (الشركات)
# Card Dispute Form (Corporate)

**Dispute Reason:**

- ☐ Transactions NOT recognized. (required Clarification)
- ☐ Unauthorized Transaction
- ☐ Decline Transaction
- ☐ Cancelled Recurring Transaction
- ☐ Cancelled Merchandise/Services
- ☐ Incorrect amount billed
- ☐ Incorrect currency
- ☐ Incorrect transaction code
- ☐ Duplicate Transactions
- ☐ **Credit not processed.** (Question need to answer:)

– The Transaction Processing Date: _____

– The date on the Credit Transaction Receipt: _____
(required attached a copy of credit Receipt)

☐ **Paid By Other Means** (Question need to answer)

☐ Paid cash
(required attached copy of cash)

☐ Use card for another bank
(required attached copy of cash)

☐ ATM Cash – cash not Dispensed from the ATM

☐ **ATM Cash deposited / Partly deposit – Amount Deposited in the ATM but the amount not Credited**
(Question need to answer)

– Account Type: ☐ Current ☐ Saving account

– Card type: ☐ Credit card ☐ Debit card ☐ Prepaid card ☐ Salary card

– Total amount deposited:

– Any note return back from ATM:

☐ **Amount Debited, the Goods or Services are not Received**
(Ensure Before initiate a Dispute, the Cardholder must attempt to resolve the dispute with the Merchant)
(Question need to answer)

– What was purchased or Services: _____

– Who canceled the goods / service? ☐ The merchant ☐ The cardholder

– Did the card holder submit a request to cancel the good or service Before the date of delivery? ☐ Yes ☐ No

– Provide us the Transaction Date, & the date the services were expected or the delivery date for the merchandise is not specified date of expected receipt: _____

– Was the merchandise returned? ☐ Yes _____ ☐ No
(If yes: Date of merchandise returned (required attached a copy of receipt for Q-post))

– Was the service/ order cancelled from merchant side? ☐ Yes ☐ No

– Did the cardholder attempt to resolve with the merchant? ☐ Yes ☐ No
(required attached a copy of corresponding letter / emails if available)

☐ **Other Reasons:** _____
(any dispute case not cover above reason code)