

CUSTOMER DETAILS البيانات الشخصية

Customer Name		إسم العميل
Account Number		رقم الحساب
Card Number		رقم البطاقة
Contact Number		رقم الاتصال

TRANSACTION DETAILS تفاصيل العمليات

No.	المبلغ Amount	العملة Currency	إسم التاجر أو البنك «كما يظهر في كشف الحساب» Merchant/Bank Name "as it appears in the statement"	تاريخ المعاملة Transaction Date
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				

Via		عن طريق
Dispute Reason		سبب المطالبة
Remarks		ملاحظات

CLIENT AGREEMENT إتفاقية العميل

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

هام: الرجاء إرفاق أيه مستندات أو إيصالات قد تدعم المطالبة، وفي حالة عدم تقديمها سيؤدى ذلك لتأخير عملية المطالبة.

- I authorize Masraf Al Rayan to Debit my account with a Retrieval Fee of QAR 25.00 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 Masraf Al Rayan to investigate about the above transactions.

- أفوض مصرف الريان بخصم ٢٥ ريال قطري لكل عملية عليها مطالبة في حالة ثبت أن المطالبة غير صحيحة.
- في حالة ثبوت صحة هذه المعاملات مستقبلاً وتعلقها بي فإنني أفوض مصرف الريان بإعادة قيد تلك المبالغ وما أضيف إليها من رسوم.
- أفوض مصرف الريان في التحقيق في المعاملات الموضحة أعلاه.

I Confirm the Card was Always in my Possession

Yes

No

أؤكد بتواجد البطاقة بحوزتي بشكل دائم

	تاريخ الطلب Request Date	SV	توقيع العميل Signature
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FOR BANK USE ONLY لاستخدام البنك فقط

Staff ID #	Signature	مدير الفرع أو نائبه Branch Mgr/Asst Mgr	Staff ID #	Signature	موظف خدمة العملاء CSR
Staff ID #	Signature	مدقق الطلب Application Checked	Staff ID #	Signature	قسم البطاقات Card Centre

• **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: Prepaid card (Pay & GO)

salary 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

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)