

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

Via  عن طريق  
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.

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

- 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.

- أفوض بنك الريان بخضم ٧٥ ريال قطري لكل عملية عليها مطالبة في حالة ثبت أن المطالبة غير صحيحة
- في حالة ثبوت صحة هذه المعاملات مستقبلاً وتعلقها بي فإنني أفوض بنك الريان بإعادة قيد تلك المبالغ وما أضيف إليها من رسوم
- أفوض بنك الريان في التحقيق في المعاملات الموضحة أعلاه.

I Confirm the Card was Always in my Possession ☐ No ☐ Yes ☐ نعم ☐ لا ☐ أؤكد بتواجد البطاقة بحوزتي بشكل دائم

Fees	الرسوم	Request Date	تاريخ الطلب	SV	مصادقة التوقيع	توقيع العميل Signature
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FOR BANK USE ONLY

لإستخدام 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: ☐ 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)