

Important Note:

In case of any dispute related to debit/ credit card (Internet/ Ecom), customer need to first contact the merchant & make efforts to resolve the dispute.

For Master Cards (Both Credit Card & Debit Card):

I hereby agree to below mentioned disclaimer & you can raise my complaint to the concerned team.

This disclaimer states that there will be a charge of \$30 if the transaction is found successful in our system.

"I/We hereby agree to indemnify the bank against any and all claims, losses and damages, arising out of the rejected ATM transactions, any misrepresentation or concealment of facts or if information furnished in this claim is found to be false, incorrect or fraudulent. \$30 will be deducted if th card is used in a Master Card Network ATM. However, if the transaction amount is already reversed in your a/c then there will be no deduction from the account.

Customer (Master Card Holder) Signature

Dispute related comments (if any):

Please provide your contact details and Preferred/ Registered Mobile number and Email ID where our team may contact you regarding the dispute(s)

Communication Address

Line 1
Line 2
Line 3 Landmark
City / Town / Village District PIN Code
State Country Telephone No. (STD)
Mobile No. Email ID

Declaration if transaction is disputed as Fraud:

I declare that none of the transactions listed above were made by me or by anyone acting upon my authority or on behalf or with my consent or knowledge. Neither I nor any of the additional cardholders assigned to the account authorized or participated in all transactions disputed or received any benefit directly or indirectly from these disputed transactions.

I confirm and declare that at the time of the disputed transaction/s the originally issued card was in my possession only.

Declarations:

I have read understood & agree to be bound by all the terms and conditions governing the charge-back & ATMs including as may be amended from time to time by Kotak Mahindra Bank. I understand and agree that the transaction is entirely the responsibility of the bank owning the Non Kotak ATM (Acquiring Bank) & the credit of short cash/ non dispense cash into my account shall be at the bank's discretion. I further understand and agree that any such credit given is a provisional credit to my account & if the acquiring bank disputes any such short / non-dispense cash within 45 days of the credit; the Bank shall debit my account for the disputed amount without giving any further notice to me/us. In case of my/our account not having sufficient funds for such debit by the Bank, I/We undertake to deposit such shortfall amount in my/our account within two working days of being contacted by the bank.

I endorse that I/We shall stand by the truth of this statement for subsequent legal enquiries by the Bank/Law enforcement authorities (if any). I/We understand and agree that the investigation may take up to 60 days to resolve and that the bank reserves the right to reverse any interim credit given in this regard. I/We authorize you to disclose to the police or any other statutory or regulatory authority, details of any of the disputed transactions carried out on my/our account in order to allow them to pursue their investigations. I/We understand that any statements made or declaration given by me/us may be used or produce before any statutory or regulatory authority.

Customer Signature

Date

FOR BANK USE

Transaction disputed is **FRAUD**

FORM NUMBER

Branch Name& Code:

Applicant's Signature/s verified Y / N :

Transaction disputed is **NON FRAUD**

Employee Name: _____

Customer Request Received Date:

Employee code:

Request Captured by: _____

Employee Sign: _____

Request Authorised by: _____

Note – If ATM transaction is domestic (routed through NFS network) & **is reported as fraudulent, chargeback should not be raised.**

(i.e. If Card was in customer's custody when account was debited (ATM withdrawal), chargeback should not be raised.)