

# Disputed transaction form

Throughout this form we'll tell you what information we need from you in order for us to deal with your claim. Please also make sure that you include any correspondence or documents you have relating to your dispute – any missing information could cause delay.

Please fill in ALL the boxes below in BLOCK CAPITALS, using black ink.

## Primary cardholder details (card details relating to dispute)

Title  Surname

First name(s)

Card number

## Additional cardholder details (if relevant)

Title  Surname

First name(s)

Card number

## Contact information

Address

Postcode

Home phone  (include dialling code) Mobile phone  (include dialling code)

Email address

## Disputed transaction details

Please complete the transaction detail(s) below. If you are disputing more than three transactions, please provide the transaction details on a separate sheet.

Transaction date	Merchant name	Transaction amount	Disputed amount
DD MM YY	<input type="text"/>	<input type="text"/>	<input type="text"/>
DD MM YY	<input type="text"/>	<input type="text"/>	<input type="text"/>
DD MM YY	<input type="text"/>	<input type="text"/>	<input type="text"/>

## Disputed transaction reasons

Please now select the most appropriate reason for the dispute from those listed below and overleaf.

- Goods or services not received or as described**  
I, or any additional cardholder authorised these transactions but did not receive the goods/services or were not as described. I have attempted to contact the merchant but I have been unsuccessful in resolving the dispute with them.

**If your dispute relates to quality of goods or services, copies of the following must be provided:**

- |                                                                                                   |                                                                                                        |
|---------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------|
| <input type="checkbox"/> Copy of original invoice/contract to explain the goods/services received | <input type="checkbox"/> Copy of all correspondence between yourself and the service provider/supplier |
| <input type="checkbox"/> Terms and Conditions                                                     | <input type="checkbox"/> Copy of any reports/repair estimates                                          |
| <input type="checkbox"/> Warranty/guarantee (if applicable)                                       | <input type="checkbox"/> Any other relevant documentation                                              |

Please write your account number on every page you send and do not send original documentation, only copies.

- Transaction amount is incorrect**  
The amount I, or any additional cardholder, authorised differs to the amount charged to my account. I have enclosed a copy of the sales vouchers/invoice or other proof, that the amount charged is incorrect.

Continued overleaf

**Card charged two or more times for the same purchase**  
My account has been charged \_\_\_\_\_ (number) times. Only \_\_\_\_\_ (number) of these transactions were authorised by me or any additional cardholder. I have enclosed any relevant documentation to support this.

**Only authorised one transaction**  
I or any additional cardholder authorised one transaction with the merchant for £ \_\_\_\_\_ but not for £ \_\_\_\_\_. Our card(s) were in our possession when the disputed transaction took place. I have enclosed a copy of my sales voucher or an explanation as to why I don't have this.

**Transaction debited from card but paid by other method**  
I, or any additional cardholder, paid the merchant by \_\_\_\_\_ (method of payment), but this transaction was also debited from my card. I have contacted, or attempted to contact the merchant to resolve the dispute and the merchant refused to refund. I have enclosed proof of payment e.g. cash receipt, copy of front and back of cheque, other card receipt, pre-paid voucher (gift card).

**Refund not processed**  
The merchant agreed to refund the account with £ \_\_\_\_\_, but no refund has been processed. I have enclosed a copy of the refund voucher or letter/email from the merchant confirming a refund is due.

**Recurring transaction**  
i) Previously cancelled  
I have previously cancelled the transaction payment with the merchant \_\_\_\_\_. The date of the cancellation was \_\_\_\_\_. If you have proof of cancellation please provide copies.

ii) **Wish to cancel**  
I wish to cancel my recurring transaction payment with merchant \_\_\_\_\_ for the amount of £ \_\_\_\_\_ with effect from \_\_\_\_\_.

**ATM: cash not received/incorrect cash dispensed**  
I have received some / none of the cash requested. Amount requested was £ \_\_\_\_\_, the amount received was £ \_\_\_\_\_.

**Not authorised or participated**  
Neither I, nor any additional cardholder, authorised or participated in the transaction(s) listed above.

**Other**  
My dispute does not fall into one of these categories.  
(Please give a full explanation regarding this dispute below, enclosing any documentation to support your claim.)

**Additional information** (If you require more space, provide it on a separate sheet and attach it to this form).

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### Important notes

- We might not be able to help with your dispute unless all required documents are submitted with this form
- Once we've received your completed form we'll remove the disputed transaction(s) from your account and amend it so you won't be charged any undue interest. You won't be charged interest until the dispute has been settled
- If you've got any questions about this dispute please call us on **0800 161 5291** between 7.00am – 9.00pm Monday to Friday or 8.00am – 6.00pm Saturday. Or if you've got a question about your Barclaycard just give us a call 24 hours a day on **0800 151 0900 or 0333 200 9090**. All Barclaycard customer service lines are non-premium rate numbers. Calls to 0800 and 0808 numbers are free from UK landlines. Mobile charges may vary. Calls to 03 numbers use free plan minutes if available; otherwise they cost the same as calls to 01/02 prefix numbers. Calls may be monitored or recorded in order to maintain high levels of security and quality of service

### Declaration

I/we hereby certify that the information provided is true to the best of my/our knowledge.

Primary cardholder signature

Additional cardholder signature

(only required if dispute relates to a purchase made by additional cardholder)

### Return completed form

Please return your completed form, together with the required documents to our FREEPOST address:

**RSBK-RYUU-LYHU, Barclaycard, 51 Saffron Road, Wigston LE18 4US**

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