



**Letter of Dispute**

The Manager  
Debit Card Interchange Department  
Fax Number : 011 371-4320  
[Debitcarddisputes@fnb.co.za](mailto:Debitcarddisputes@fnb.co.za)

Branch : \_\_\_\_\_  
Tel : ( \_\_\_\_\_ ) \_\_\_\_\_  
Fax : ( \_\_\_\_\_ ) \_\_\_\_\_  
E-Mail : \_\_\_\_\_  
Contact : \_\_\_\_\_  
(Print name and surname)

Dear Sir / Madam

CARDHOLDER NAME : \_\_\_\_\_  
CARD NUMBER : \_\_\_\_\_  
ACCOUNT NUMBER : \_\_\_\_\_  
MERCHANT NAME : \_\_\_\_\_  
AMOUNT : R \_\_\_\_\_ R \_\_\_\_\_  
TRANSACTION DATE : \_\_\_\_\_

I have examined my statement and dispute the abovementioned transaction/s for the following reasons:

Tick

- I did not conclude nor authorise the abovementioned transaction/s.
- The transaction/s has/have been duplicated and I did not authorise the second transaction.
- I was issued the attached credit voucher which does not appear to have been credited to my account (the original purchase reflects as a debit to my account).
- I concluded only one transaction at this merchant (see enclosed voucher copy). I do not recognise this additional transaction.
- I made a hotel reservation, but cancelled it on the (date) \_\_\_\_\_  
(cancellation number) \_\_\_\_\_
- I have not received the merchandise that I have been debited for.
- The transaction/s has/have been settled by other means (see enclosed receipt).
- Other reasons / comment:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
- My cheque/debit card was in my possession at the time of the transaction/s.

Signature : \_\_\_\_\_ Date : \_\_\_\_\_

**Please Note:**  
It is essential that all documentation in support of the reasons referred to above (as per VISA Rules) is forwarded together with this letter.