



**PUBALI BANK LIMITED
CARD DIVISION**

HEAD OFFICE, 26 DILKUSHA C/A, DHAKA.

POS Dispute Resolution Application Form

The Division Head
Card Division
Head Office, Dhaka

Dear Sir,

Our customer performed POS/E-commerce transaction but requisite transaction was not successfully completed due to some technical reason but his / her account was debited for the same. It is therefore requested to check your records and arrange to refund the customer for under mentioned transaction.

Card Number	Br. Code & Customer A/C	Amount	Date & Time	Merchant Name & Location

Specify nature of complaint: POS Dispute E-commerce Dispute

Remarks/Details (If any): _____

Customer Contact Number _____ Email Id: _____

Customer Signature & Date

Branch Authorized Signature & Date

FOR CARD DIVISION USE:

Claim Honored; Refund the customer MasterCard Merchant VISA Merchant
 Claim Declined; ATM Log attached Acquirer Bank Name

Processed by

Authorized by

Date