VISA mastercard

BCC CORPORATE
An AirPlus Company

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DISPUTE FORM
VISA - MASTERCARD
DISPUTED TRANSACTION (NON FRAUDULENT)

Please complete the following questions as accurately as possible so that your dispute can be rapidly and efficiently dealt with.

More info • tel 02 205 87 87

I hereby want to dispute the transaction(s) made with my card	❑ Visa Card	❑ Mastercard
N°: ☐☐☐☐ ☐☐XX XXXX ☐☐☐☐		Exp. date: . . / . . / . . . .
Customer ref. (MANDATORY): **CH** ☐☐☐☐☐☐☐☐☐☐	Bank:	
Current account to which this card is associated: ☐☐☐☐ ☐☐☐☐ ☐☐☐☐ ☐☐☐☐		
Last name:	First name:	Date of birth: . . / . . / . . . .
Address:		N°:
Zip code:	Town:	
Phone home:	Phone office:	Mobile:
E-mail:		Fax:

DATA OF DISPUTED TRANSACTION(S) — Number:

Date	Name of the merchant	Country	Amount	Currency unit
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....
.....	.....	.....	.....	.....

1.	Are you the only user of the involved card?	❑ Yes (go to n° 3)	❑ No (go to n° 2)
2.	Who is (are) the other user(s)?		
3.	Was the involved card always in your possession?	❑ Yes	❑ No, it disappeared ❑ No, it expired / was destroyed / sent back to the issuer

If the card has disappeared, please contact CARDSTOP at 070 344 344 in order to block your card and complete the Form A for lost / stolen / unreceived cards.

4.	I contest the above transaction(s) because: ❑ A. I conducted a transaction with this merchant, but I did not receive the corresponding goods / services. ❑ B. I received the goods, but sent them back on ☐☐ ☐☐ ☐☐. Please clarify this in point 5 and attach proof of sending back. ❑ C. This purchase / service was supposed to have been credited to me, not debited. ❑ D. I conducted a transaction with this merchant, but for a different amount, namely ☐☐☐☐☐☐. ❑ E. This transaction was already charged to me on the date of ☐☐ ☐☐ ☐☐. ❑ F. I paid for this transaction in a different way. Please clarify this in point 5 and attach a proof of payment. ❑ G. During the transaction, a handling mistake / technical problem occurred. ❑ H. The automatic teller machine issued me too little / no money. Please clarify in point 5. ❑ I. Other. Please explain in point 5.
5.	Additional comments or information which can be relevant within the framework of this file ....
6.	Please **sign the present document and send it back to us as soon as possible.** Enclose, if available, a copy of your expenditure statement clearly indicating the disputed transaction(s). **BCC Corporate NV: Issuing Dispute & Fraud, Keizerinlaan 66 Boulevard de l'Impératrice, B-1000 Brussels. Or mail it to: creditcardclaims-belgium@worldline.com**

This document was completed by: ❑ the card holder: .....

❑ other: .....

The following documents were attached to this form:

.....

.....

.....

Authenticated, on . . / . . / . . . .

Signature of the card holder (OBLIGATORY):

specimen as on the involved card)