

Dispute Transaction Form#

Customer Services
1st floor, UBL City Building
I.I Chundrigar Road, Karachi - Pakistan.

Fax# 021-99217448

| DISPUTED TRANSACTION DETAILS | | | |
|------------------------------|-------------|-------------|---|
| Transaction Date | Amount (Rs) | Amount (\$) | Merchant Name |
| 03 March 2021 | 600/- | — | Shell Petrol Pump - Main Shahrah-e-Darsal Road Karachi. |
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| REASONS FOR DISPUTE | |
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| <input type="checkbox"/> | Cardholder did not participate or authorize transaction. |
| <input type="checkbox"/> | Unauthorized Internet/Mail Order / Phone Order transaction |
| <input type="checkbox"/> | Duplicate/Multiple Billing |
| <input type="checkbox"/> | Cancelled transaction/membershipneed proof of cancellation communication with merchant |
| <input type="checkbox"/> | Amount alteredneed evidence of actual transaction amount. |
| <input type="checkbox"/> | Credit not received.....need credit voucher |
| <input type="checkbox"/> | Cash not dispensed from ATM |
| <input type="checkbox"/> | Goods/Services not receivedneed proof / details of communication with merchant |
| <input type="checkbox"/> | Goods/Services not as described.....need proof / details of communication with merchant |
| <input type="checkbox"/> | Returned the Goodsneed proof / details of communication with merchant |
| <input type="checkbox"/> | Paid by other meansneed evidence of alternate payment. |
| Comments: The petrol pump charged the card with the POS machine but the machine showed failure (error) in transaction, and didn't receive any receipt of charging of 600/- amount - but still the bill was not paid. | |

| CARDHOLDER'S DETAILS | |
|------------------------------------|-----------------------------|
| Basic Card no. 5403 7505 7800 7900 | Supplementary Card no. |
| Name ASHIR JAVED YAYANI | Name |
| Signature <i>Ashir</i> | Signature |
| Phone/Mobile 0333-2345543 | Phone/Mobile..... |
| Fax no. — | Fax no..... |
| Date 03 March 2021 | Date |

Note: if you want to know the status of your disputed transaction at any stage, you can contact our 24 hour UBL Contact Center at 111-825-888. In case of billed transaction disputed by cardholder, temporary credit cannot be provided to the customers during investigation period. Therefore it is kindly advised to deposit 'full' amount against the billed transactions since nonpayment/partial payment will result in to default, interest penalty and subsequent reporting into eCIB. However, based on bank's discretion financial credit may be extended on case to case basis.

Disclaimer: All United Bank Limited Terms and Conditions are applicable.