

Disputed Transactions

Last Name

First Name

Street/No.

Postal Code/City,
Country

Tel. Nummer E-mail

Date of Birth

Card Number X X X X X X X X

(Please fill in only the first four and the last four digits)

1. I confirm that my card was neither lost nor stolen and was always in my possession.
2. All discrepancies, disagreements, and disputes have to be clarified with the contractual partner first.
3. The completely filled and duly signed form has to be returned immediately.

4. I have checked my account statement and am disputing the marked debit transactions for the following reason

1: Unauthorized Additional Transactions

I confirm having engaged in a transaction with this merchant, but further amounts were charged without my authorization.

I tried to contact the merchant in writing (e-mail, letter) on ___ D ___ M ___ Y

By phone: Contact person _____

Result of my contact attempts: _____

Mandatory enclosures:

- > Copy(ies) of the written attempt(s) to contact the merchant
- > Documents regarding transaction (if any)

2: Paid For by Other Means

The debited amount was paid for by other means (cash, other card, bank transfer).

I tried to contact the merchant in writing (e-mail, letter) on ___ D ___ M ___ Y

By phone: Contact person _____

Result of my contact attempts: _____

Mandatory enclosures:

- > Copy(ies) of the written attempt(s) to contact the merchant
- > Documents regarding transaction (if any)

3: Merchandise Not Received

I ordered the merchandise, but:

never received it it is not as described it is defective

I tried to contact the merchant in writing (e-mail, letter) on ___ D ___ M ___ Y to resolve the issue.

By phone: Contact person _____

Result of my contact attempts: _____

Mandatory enclosures:

- > Copy(ies) of the written attempt(s) to contact the merchant
- > Documents regarding transaction (if any)

Detailed description of defect or discrepancy regarding the merchandise:

Postal receipt if merchandise was returned

4: Credit not Received

I did not receive the agreed credit from the contractual partner.

Mandatory enclosures:

- > Written credit voucher from contractual partner

5: Service Not Provided

The service I booked (flight, accommodation, etc.) was not provided.

I tried to contact the merchant in writing (e-mail, letter) on ___ D ___ M ___ Y to resolve the issue.

By phone: Contact person _____

Result of my contact attempts: _____

Mandatory enclosures:

- > Copy(ies) of the written attempt(s) to contact the merchant
- > Booking documents/Proof of cancellation

6: Recurring Debit Transaction

I am disputing recurring debit transactions by this merchant because:

I cancelled the subscription according to the terms and conditions of the contractual partner on ___ D ___ M ___ Y

I did not conclude a subscription

Mandatory enclosures:

- > Copy(ies) of the written attempt(s) to contact the merchant
- > Copy of cancellation letter
- > Documents regarding transaction (if any)

7: Unauthorized, Unrecognized Transaction

I confirm that neither I nor any person authorized by me conducted or authorized this transaction.
The transaction is unknown to me.
I tried to determine the origin of the transaction before submitting my dispute.

Mandatory enclosures:

> Account statement with identification of the disputed transactions

8: Incorrect Transaction Amount

The debited amount is incorrect. The correct amount is: _____

Mandatory enclosures:

> Proof of correct purchase amount (transaction receipt, order or booking confirmation, etc.)

9: ATM Cash Withdrawal

I withdrew money from an ATM but did not receive the proper amount.

Amount/Currency: _____ Date: ___ T ___ M ___ J Time: _____

I did not receive any money

I received a partial amount of _____

10: Other Reasons

I authorize Swiss Bankers Prepaid Services AG to disclose my personal data as well as any other relevant data to domestic and foreign law enforcement agencies in charge of investigations in the event of criminal prosecution for fraudulent credit card use as filed by me.

The Undersigned hereby certifies that all precautions were observed pursuant to Article 8 of the General Terms & Conditions and that the information provided above is true and complete.

This form is void without the original signature of the Cardholder.

Place and date

Cardholder signature

The willful entry of false information on this form is punishable by law (Art. 251 of the Swiss Penal Code, Document Fraud; Penalty: imprisonment up to five years or fine).