

Instructions for declaring a disputed transaction

THIS IS NOT A FRAUD CLAIM FORM – For unauthorised transactions please contact Customer Services urgently.

Please read the following carefully and complete the dispute form

CHECKLIST

Make sure you can tick all these boxes before declaring a dispute:

The transaction being disputed is not a pending transaction.

It is only possible to dispute posted transactions which are processed as payments to your account. Pending authorisations will not be handled by our dispute department – you can check if a transaction is pending in the statement area of Online Servicing.

All relevant documentation/correspondence requested is attached.

The Disputed transactions were not processed in accordance with your instruction.

If any transactions are found to have been processed correctly a £20 fee will be applied to your account.

FACTS ABOUT DISPUTE CLAIMS

- 1. Failure to provide the correct documentation may delay or invalidate your claim.**
- 2. Dispute claims take a minimum of 45 days to process.**
- 3. Cashplus will only process a dispute case once all the relevant information has been received.**
- 4. Ensure your contact details are up to date through Online Servicing to ensure we can communicate with you.**
- 5. If you cannot evidence that you have contact the merchant to resolve your dispute Cashplus may not continue the dispute process.**

CONTACT US

Dispute Forms To: Cashplus Dispute Team, PO Box 5525, Manchester, M61 0QS (Freepost)

Customer Services: 0330 024 0924 (+44 207 153 8940 outside the UK)

Declaration of Disputed Transaction

Account Details

Account Holder Name: _____

Account Number (8-digit number on the front of your card or statement): _____

Last four digits of Card Number (PAN) the transaction took place on: _____

Disputed Transaction Details (as it appears on your statement)

Date	Merchant	Amount

I cancelled my regular subscription/payment with the above merchant but my account has still been billed.

- I cancelled my regular subscription/payment with this merchant on _____ (date)
- I enclose a copy of my correspondence sent to the merchant confirming my cancellation
- I have tried to contact the merchant without success and enclose copies of the correspondence I have sent and received from the merchant
- I have contacted the merchant to resolve the dispute by phone on _____ (state date(s)) and the response was _____

Additional Information

Customer Contact Details

Mobile number: _____ Email: _____

I give permission for Cashplus to contact me on my email or mobile between the hours of _____ and _____ Monday to Friday.

Declaration

By signing below, I understand that it is a criminal offence to knowingly give false details or make an untrue statement regarding any of the transactions on my account.

Signed: _____ Date: _____

Print Name: _____