**DISPUTE FORM**

Kindly complete fill in this form if you are disputing either the transaction(s) posted on the payit wallet account or the unauthorized transaction performed on payit wallet using your debit card.

The duly filled and signed form must be sent to us by email along with all the supporting documentation set out below. All disputes should be reported to the payit support team at [help@payit.ae](mailto:help@payit.ae) within 60 days from the transaction date. After the lapse of 60 days from your transaction date, it will be construed that transactions posted in the account are acceptable and are in order.

|  |  |  |  |
| --- | --- | --- | --- |
|  | \*I am the payit account holder |  | \*\*I am not the payit account holder, my card has been used on payit without my consent |

|  |
| --- |
|  |

Full Name:

|  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |

Mobile Name Number (\*Registered With payit):

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |

Wallet Account Number:

|  |
| --- |
|  |

E-mail (\*Registered With payit):

|  |  |
| --- | --- |
| FAB / Non-FAB |  |

Debit Card Number\*\* (First & last 6 digits) (Tick☑)

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| S. No | Transaction date | Transaction reference No | Transaction Type (Bill pay, Remittance etc…) | Amount (AED) |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |
|  |  |  |  |  |

**Use additional forms if required for more transactions.**

I hereby dispute the above mentioned transaction(s) for the following reason(s): [Please tick relevant box (‘es)]

|  |  |
| --- | --- |
|  | I do not recognize the above transaction(s). |
|  | I never participated nor authorized the above transaction(s). |
|  | I confirm that I have provided OTP to the caller by assuming He/She is from the authorized agent. |

Please provide a complete description of the dispute along with your attempted resolution.

Also enclose below documents that may support your claim;

1. Filed police complaint
2. Emirates ID Copy *(Self attested)*
3. Passport Copy
4. \* Statement copy of the bank of which, the card is used on payit wallet

Additional comments (if any,) \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

I, authorize First Abu Dhabi Bank PJSC (“Bank”)to debit a dispute handling fee of AED25- plus 5% VAT from the final amount payable to me. Further, I also confirm the truth of this statement for subsequent legal inquires by any law enforcement authorities (if any). I also understand that any investigation by the Bank might take up to 180 days to resolve and that the Bank reserves the right to reverse any interim credit given in this regard. I authorize the Bank to disclose to the UAE police, UAE courts, Visa or MasterCard details of any of the disputed transactions carried out on my account in order to allow them to any relevant investigations. I understand that any statements made by me may be used in court or as part of litigation proceedings. For transactions processed on wallet account before the incident was reported to the Bank, I understand and agree that I as the Cardholder will be held liable.

Customer’s Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_