



Dispute Transaction Form

Use this form if there is a transaction on your account that doesn't look right or you have a query with.

Thank you for contacting us. We are helping lots of customers with their questions during Covid-19. It is taking us longer than normal to get back to everyone, we're sorry about that. We're doing our best to get back to you as soon as we can.

Please select the card type that you have the query on

Visa Debit

Credit Card

Name _____

Address _____

Card number (just the last 4 digits) _____

Mobile Number _____

Date of the Transaction _____

Name of the retailer _____

Here are some categories to help you. If you need to give us more information, let us know in a covering letter and attach any documents that you think might help.

| Tick | What type of a dispute is it? | Documents we need to see. |
|-----------------------------|--|---|
| 1. <input type="checkbox"/> | I didn't get the goods or services that I ordered. | <ul style="list-style-type: none"> o Proof that you contacted the shop, supplier or seller, for example an email, letter or fax. o Copy of invoice if there is one. If there isn't one, describe what you tried to buy. o If you were dealing with a travel operator or an airline that has gone into liquidation we need proof that the transaction is not covered by a bonding authority |
| 2. <input type="checkbox"/> | I didn't get a refund when I was supposed to | <ul style="list-style-type: none"> o Once 15 days have passed since the transaction and you still have not received the refund, send us the receipt for the refund from the sales terminal |
| 3. <input type="checkbox"/> | I have cancelled a transaction with a retailer and keep getting charged a recurring amount | <ul style="list-style-type: none"> o Proof that you tried to cancel it before it was charged |
| 4. <input type="checkbox"/> | I received counterfeit goods | <ul style="list-style-type: none"> o Describe the goods you tried to buy. o Tell us if the goods are held or destroyed by Customs o Send us a copy of invoice or order confirmation. o Proof that the goods are counterfeit, or that the online shop is not genuine, from the owner of the brand, or Customs or an expert. |
| 5. <input type="checkbox"/> | I got a refund but it was not enough because of currency conversion. | <ul style="list-style-type: none"> o Tell us why you were getting a refund in the first place. <p>You can only dispute this charge when the refund was due to a mistake by the shop or seller, not when they were refunding you because you cancelled a transaction, for example.</p> |

| | | |
|-----------------------------|--|--|
| 6. <input type="checkbox"/> | I received goods that were damaged or defective. | <ul style="list-style-type: none"> ○ Describe what the good were and what was wrong with them. ○ The invoice, if there is one. ○ Show that you contacted the shop or seller to try to fix the problem. ○ Show that you sent the good back by recorded delivery |
| 7. <input type="checkbox"/> | I cancelled the order | <ul style="list-style-type: none"> ○ Show that you cancelled the order and returned the goods if you had already received them. ○ The shop or seller's cancellation policy ○ Show that you contacted the shop or seller to try to fix the problem. |
| 8. <input type="checkbox"/> | Other | <ul style="list-style-type: none"> ○ Tell us what happened and show us as much proof as you can. The more you tell us the better we may be able to help you. |

There are strict guidelines in Visa and MasterCard's rules about disputes. You should raise any dispute within 60 days of the transaction on your account to give enough time to look into and process the dispute. We will try to help you, but outside 60 days we cannot guarantee that we will be able to process your dispute. If, while looking into your dispute we need more information we will contact you.

Please return this form and any associated documentation to **Chargeback Unit, PO Box 708, Sandyford, Dublin 18** or you can email to **charge.back@aib.ie**

Signed:

Date: _____

Allied Irish Banks, p.l.c. is regulated by the Central Bank of Ireland