

Cardholder Statement of Dispute



Contact numbers: +265 99 999 015 001 / +265 88 592 0001

Email to: customercare@standardbank.co.mw

Title	Initials
Surname	
Card number	<input type="text"/>
Merchant name	
Transaction details	
Date of transaction (YYYY-MM-DD)	Amount
I have checked the charges billed to my account and I dispute the above charge for the following reason(s): (Select the option(s) that best applies to your situation)	
<input type="checkbox"/> Neither I, nor anyone authorised by me, participated in this transaction.	
<input type="checkbox"/> I have participated in other transactions at the above merchant however I have no knowledge of the above transaction and I have my card in my possession.	
<input type="checkbox"/> The charge on my statement is not the same as the amount on my credit card receipt. (Please enclose a copy of the slip.) The amount difference is MWK _____ .	
<input type="checkbox"/> A refund was processed to my account as a sale. (Please enclose a copy of the slip.)	
<input type="checkbox"/> I was issued with a refund slip. (Please enclose a copy of the refund slip.)	
Please tick the relevant box below and complete the information about your contact with the merchant:	
<input type="checkbox"/> I have participated in this transaction, however I have not received the goods or services.	
<input type="checkbox"/> I have participated in this transaction however, I returned the goods for the following reason(s):	
(Please enclose a copy of the shipping receipt for the return of the goods.)	
<input type="checkbox"/> I paid for this transaction by other means. (Please enclose proof of payment by other means.)	
<input type="checkbox"/> I cancelled with the merchant. (Please provide proof of the cancellation. Add the merchants response below.)	
<input type="checkbox"/> I made in a recurring transaction, however I cancelled with the merchant.	
Date merchant was contacted (YYYY-MM-DD)	Date cancelled (YYYY-MM-DD)
Method of contact	<input type="checkbox"/> Fax <input type="checkbox"/> Phone <input type="checkbox"/> email
What was the merchant's response?	
Please fill in any additional information you have	
Please add your contact details below, sign the completed form and return it to us on the above fax number or email address	
Telephone number (Work)	Telephone number (Home)
Cellular number	
email address	
Cardholder signature _____	

Customer Call Centre/CCC : Toll free 247 or 0999 901 5001/ 0885 920 001 | malawicustomerservice@standardbank.co.mw

EnterpriseDirect : 242/0999 901 5002/0885 920 002 | smebizdirect@standardbank.co.mw