



Unity Bank



Reliance Bank

Visa Transaction Dispute

1 MEMBER DETAILS

Member Number:

Member Name:

Visa Card Number (last 4 digits): Visa Debit: Visa Credit:

2 REASON FOR DISPUTE

Please select the Reason for the dispute from the following and attach any supporting documentation;

Recurring Transactions

I authorised the regular payments from my account, however I cancelled my authority on ___ / ___ / ___
(Attach proof of cancellation)

Goods or Services

The goods were returned and refund was not received. Goods returned on ___ / ___ / ___

The service was cancelled and refund was not received. Service cancelled on ___ / ___ / ___

The goods were not received and a refund was not received. Expected delivery date ___ / ___ / ___

Transaction Unknown

I do not recognise the transaction and believe it to be fraudulent. Contact Unity Bank/ Reliance Bank regarding requirements for fraudulent claims.

If the transaction(s) are unknown can you please confirm if?

- You have received any emails or SMS messages containing link. Yes No
- You have received any cold calls, allowed or granted access the call access to your device. Yes No

IF YES ANSWERED to any of the above, please;

- You will need to get your device cleaned professionally and receipt of such to be provided to Unity Bank/ Reliance Bank as part of the investigation.
- Summarise the event below, what happened?

