V2/2026

DTB | DIAMOND TRUST BANK

Card Transactions Dispute Form

Date ☐☐/☐☐/☐☐☐☐

DISPUTED / DUPLICATED TRANSACTION

Cardholder Name:

Card No. ☐☐☐☐☐☐XXXX☐☐☐☐☐☐☐☐ *(first 6 and last 4 digits of the card no.)*

Phone Number Linked to Card ☐☐☐☐☐☐☐☐☐☐

Account No. ☐☐☐☐☐☐☐☐☐☐

Type of Transaction: *Please tick where applicable*

☐ ATM Withdrawal ☐ Point of Sale (POS) ☐ Online Trasactions (e-commerce)

☐ Other *Specify* _____

PART C: TRANSACTION DETAILS

Transaction Date: ☐☐/☐☐/☐☐☐☐ | Outlet:

Value of Transaction & Currency:

Reason of Decline:

☐ Was not successful and I settled my bills by other means (i.e. cash, other card, mobile wallet, etc.)

☐ Was duplicated

☐ Charged amount differs from the transaction done (attach transaction invoice and receipt)

☐ Cash not dispensed at the ATM

☐ I did not participate and did not authorize the transaction (applies to internet transactions only)

☐ Was not successful and good/services were not supplied

Any other reason: _____

ACKNOWLEDGEMENT

☐ I /We do acknowledge it may take up to 180 working days to receive a refund of the funds in dispute, if pre-arbitration/arbitration is required for resolution.

☐ I/We confirm that, in case of suspected fraud, I/we called the bank without delay to block the card, and the card can no longer be used for transactions.

☐ I/We understand that all transactions using the card till the time the card is captured by the bank is at my/our responsibility and Diamond Trust Bank will not be held responsible for the same.

Please consider this as my disclaimer confirming the above disputed/duplicated transaction

ACKNOWLEDGEMENT

I have read, understood and accept to be bound by Diamond Trust Bank general and credit card terms and conditions of use and as amended from time to time.*Available at www.dtbafrica.com

Name _____ Signature _____ ☐☐/☐☐/☐☐☐☐ Date