

Transaction Dispute Form



**Bank of
Ireland
UK**

Note: This form is for customers with a Bank of Ireland UK Visa Debit card or a commercial credit card. If you want to dispute a transaction on a Bank of Ireland UK personal credit card please contact Jaja on 0345 309 8099. For all transaction dispute cases the customer must provide proof that they have tried to resolve the issue directly with the retailer, supplier or company along with a detailed letter advising the nature of the dispute.



* Mandatory

First Name Surname
*16 Digit Card Number
Retailer Name
Transaction Date (dd/mm/yyyy) / / Transaction Amount £
Sort Code / / Account Number

1. Duplicate Transaction

No documentation required, however, please tick this box to confirm that this is the reason for your dispute.

2. I have not received the service/merchandise, or will not receive any service/merchandise for the transaction(s) e.g. Company Liquidation/Non receipt of Goods/services

(Please supply all items applicable & tick box to confirm item enclosed)

- Proof that you have tried to resolve the matter with the retailer.
- Copies of receipts/invoices/e-mail confirmation/tickets (if none available, please confirm this in writing)
- Copy of Liquidation notice or proof that you will not receive the merchandise. (emails/letter from retailer).

3. The service/merchandise I have received was not as described or defective.

(Please supply all items applicable & tick box to confirm item enclosed)

- Proof that customer tried to resolve the matter with the retailer.
- Copies of receipts/invoices/confirmation/tickets? (letter/emails etc)
- Documentation from an expert stating in their opinion the merchandise/service is defective/not as described.
- Proof that the goods were returned to the retailer (registered postage receipt) or proof that the services were cancelled/rejected by you in writing.
- The website address from which the goods were purchased if applicable. No invoice available please confirm in writing.

4. Subscription/Continuous authority transactions that I have cancelled still being charged to my card

(Please supply all items applicable & tick box to confirm item enclosed)

- Proof of cancellation in order to charge an item back i.e. e-mails

5. A Refund that I was promised was not processed after 30 days

(Please supply all items applicable & tick box to confirm item enclosed)

- Proof of promise of refund showing the amount and when it was to be carried out.

6. I do not recognise a transaction

* Proof of your effort to resolve the matter with the Retailer, e.g. copy of e-mails or letters between you & retailer.

Note: Does not apply to Chip and Pin verified transactions or 3D Secure.

7. Free Trials: (if you authorised postage charges in relation to a trial offer unless you cancel the authority the company will continue to debit your account and send you goods).

Please supply all items applicable & tick box to confirm item enclosed)

- Customer must return the goods to the retailer by registered post - please forward a copy of the registered post receipt along with this form.
- * Provide copies of any correspondence (letter/emails) you have with this company.

8. Other e.g. Car Rentals

(Please supply all items applicable & tick box to confirm item enclosed)

- Proof that you have tried to resolve the matter with the retailer.
- Copies of receipts/invoices/confirmation/Rental Agreement (letter/emails etc)

Note: Does not apply to Parking Fines/Traffic violations

Please note that there are strict timeframes/requirements laid down by Visa Europe/MasterCard International for Issuing Chargeback. To this end you must contact us without undue delay after the transaction posts to your account.

Please include your Mobile number in the following format if you would like confirmation of receipt of dispute by SMS messaging. Please enter in the format:

"0044 77 12345678" (UK)

i.e. Country Code + Network Prefix + Number if you would like confirmation of receipt of your dispute by SMS messaging.

I certify that the above information is accurate to the best of my knowledge

Signed:

Date:

Please return completed form and supporting documentation to:

Bank of Ireland Chargeback Unit, PO Box 13, 1 Donegall Square South, Belfast, BT1 5LR

Or fax completed form and supporting documentation to 00 353 1 6865459