ING Corporate Card Programme Disputed transaction



1. Cardholder data

- 1a Surname and initials
- 1b Landline (incl. country code)

2. Disputed transaction data

2a	Account number	
2b	Amount on statement	
2c	Transaction date	CCCCCCCC dd-mm-yyyy
2d	Description on statement	

2e Merchant name

3. Dispute reason

Please select one option only

3a Non-authorised transaction	$\hfill\square$ $\hfill >$ proceed with 4
3b Non-recognised transaction	> proceed with 5
3c Subscription cancellation	> proceed with 6
3d Other cancellation	> proceed with 7
3e Damaged or not received goods/ services	> proceed with 8
3f Problems with ATM	> proceed with 9
3g Transaction was incorrectly processed	> proceed with 10

4. Non-authorised transaction

 4a There was a genuine transaction from the same merchant on
 4b Non-authorised transaction

dd-mm-yyyy

I did not authorise this transaction, but there was an other genuine transaction with the same merchant. The credit card has always been in my possession. I have attempted to resolve the dispute with the merchant

-> proceed with 11

5. Non-recognised transaction

Sa Non-recognised transaction	I did not authorise this transaction by giving my credit card or my credit card details to this menchant or to anyone else. My credit card hasn't been stolen and has always been in my possession.	
5b More information	I do not recognise this transaction and would like to have more information	
30 Porcinomador	-> proceed with 12	
6. Subscription cancellation		
6a Subscription cancelled on	CCCCCCC dd-mm-yyyy	
6b Proof of cancellation of	I have attached proof of cancellation of the subscription	
subscription	-> proceed with 12	
7. Other cancellation		
7a Cancellation of	Holiday trip Hotel reservation	
	Other in accordance with the general terms of the merchant	
7b If applicable: the travel package		
vas returned on	dd-mm-yyyy	
7c Proof of cancellation	I have attached proof of cancellation and return of the travel package (if applicable)	
7c Proof of cancellation	I have attached proof of cancellation and return of the travel package (if applicable) -> proceed with 12	
7c Proof of cancellation		
	-> proceed with 12	
8. Damaged or not received g	-> proceed with 12	
	-> proceed with 12	
8. Damaged or not received gr 8a The goods or services	-> proceed with 12	
8. Damaged or not received g	-> proceed with 12	
8. Damaged or not received gr 8a The goods or services	-> proceed with 12	
8. Damaged or not received gr 8a The goods or services	-> proceed with 12	
8. Damaged or not received gr 8a The goods or services	-> proceed with 12	
 Damaged or not received gr The goods or services Copy of the order 	-> proceed with 12	
B. Damaged or not received g Ba The goods or services Bb Copy of the order S. Problems with ATM	> proceed with 12	
B. Damaged or not received g Ba The goods or services Bb Copy of the order S. Problems with ATM	-> proceed with 12	
Barnaged or not received g The goods or services Copy of the order Problems with ATM No money received So Insufficient money received	>> proceed with 12	
Bornaged or not received g Bo The goods or services Bo Copy of the order Problems with ATM Po No money received	> proceed with 12	

10. Transaction was incorrectly processed

10aAmount not yet billed	I was given a credit slip by the retailer, but the amount has not yet appeared on my statement
	-> proceed with 10d
10bDifferent amount billed	The amount billed differs from the amount on my sales slip
	-> proceed with 10d
10c Amount billed was paid using another payment method	The payment with my credit card was unsuccessful, so I had to pay by another payment method. Nevertheless, my creditcard was billed for this transaction.
	-> proceed with 10d
10d Transaction document	I attached the original credit slip, the receipt or proof of the alternative payment method
	-> proceed with 11
10e Amount billed multiple times	I only authorised one transaction at this merchant but noticed more identical transactions being billed
	-> proceed with 12
11. Actions taken	

11al have attempted to resolve the dispute with the merchant on	22222222	dd-mm-yyyy
11bProof of merchant contact	I have attached proof of mercha	ant contact

12. Declaration and signature

I certify that the supplied information at this form is true to the best of my knowledge and no facts or circumstances that could be important for ING and dispute investigations have been withdrawn by me. I understand that giving a false statement is prohibited by law and could lead to prosecution.					
12aDate	22222222	dd-mm-yyyy			
12bTown/City	·	,			
12c Cardholder signature					

(applicable only when sending the form by classic mail)

12dDigital signature

 (choose this option when the declaration has been filled out digitally and you are sending the form to us by email)

13. Sending

By email: commercialcard@ing.com

By regular mail:

Réponse payéé / Reply Paid Pays-Bas / The Netherlands ING Int. Business Return Service LB.R.S.(C.C.R.I. Numéro 4 NL-3770 WB BARNEVELD

Did you add all required documents? Without the required documents we can't process your dispute.

14. For use by ING

14aComments

14b Credit card number

Als Gam Nu host sequitated office at Billmenylein 888, 1102 MG Amstandam, the Nathanianda, commercial resistar no. 3301/s14, and Amstandam. NG Ban Nu is registered with De Nederlander be fand. (Mark du the Frinancel Antherk Jushban), BAN in the Cradil Institutions and Frinancial Institutions Register, NG Bank Nu, is also subject to the supervision of the Authority for Computer & Markets (AMN), for more information regarding the subjections of NG Bank NU, paises contact DNB www.dml.nl), the Aff (www.dml.nl) or the ACM (www.dml.nl).