

ATM-Cash Withdrawal

Purchase transaction

I didn't engage in the transaction

Wrong amount, I didn't receive the merchandise/service

ATM didn't delivered cash

The amount is different

Delivered amount was different

Amount reserved/debited twice

Amount reserved/debited twice

I paid in cash/ used other card

Other

I am disputing the mentioned transactions on the basis of *(mark all applicable)*:

I **had / did not have** the card in my possession on the date(s) of the disputed transaction.

Cardholder comments

Please attach to the application all documents related to the transaction and additional information (e.g. payment receipt or the service provider confirmation of service cancellation).

According to the rules of MasterCard organization it usually takes up to two months (in exceptional cases maximum six months) for settling international cash or purchase transaction charge backs.

The service fee for the ungrounded chargeback processing will be debited according to the current price list.

<i>Cardholder signature</i>	<i>Pocopay representative's name</i>
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