

Fax to: 0861 202 978  
email to: chargebacks.disputessbsa@standardbank.co.za

Title	Initials
Surname	
Card number <input style="width: 100%; height: 20px;" type="text"/>	
Merchant name	
<b>Transaction details</b>	
Date of transaction (YYYY-MM-DD)	Amount
<p><b>I have checked the charges billed to my account and I dispute the above charge for the following reason(s): (Select the option(s) that best applies to your situation)</b></p> <p><input type="checkbox"/> Neither I, nor anyone authorised by me, participated in this transaction.</p> <p><input type="checkbox"/> I have participated in other transactions at the above merchant however I have no knowledge of the above transaction and I have my card in my possession.</p> <p><input type="checkbox"/> The charge on my statement is not the same as the amount on my credit card receipt. (Please enclose a copy of the slip.) The amount difference is ZAR _____.</p> <p><input type="checkbox"/> A refund was processed to my account as a sale. (Please enclose a copy of the slip.)</p> <p><input type="checkbox"/> I was issued with a refund slip. (Please enclose a copy of the refund slip.)</p> <p><b>Please tick the relevant box below and complete the information about your contact with the merchant:</b></p> <p><input type="checkbox"/> I have participated in this transaction, however I have not received the goods or services.</p> <p><input type="checkbox"/> I have participated in this transaction however, I returned the goods for the following reason(s):</p>	
<p>(Please enclose a copy of the shipping receipt for the return of the goods.)</p> <p><input type="checkbox"/> I paid for this transaction by other means. (Please enclose proof of payment by other means.)</p> <p><input type="checkbox"/> I cancelled with the merchant. (Please provide proof of the cancellation. Add the merchants response below.)</p> <p><input type="checkbox"/> I did engage in a recurring transaction, however I cancelled with the merchant.</p>	
Date merchant was contacted (YYYY-MM-DD)	Date cancelled (YYYY-MM-DD)
Method of contact <input type="checkbox"/> Fax <input type="checkbox"/> Phone <input type="checkbox"/> email	
What was the merchant's response?	
Please fill in any additional information you have	
<b>Please add your contact details below, sign the completed form and return it to us on the above fax number or email address</b>	
Telephone number (Work)	Telephone number (Home)
Cellular number	
email address	
Cardholder signature _____	

The Standard Bank Card Division can only process a chargeback on your account provided that the transaction that is being disputed, is within 60 days from the transaction date. A temporary credit will be passed to your account depending on the validity of the chargeback. Should the vendor provide proof of purchase thereafter, you will be notified accordingly and your account will be re-debited.