

There may be a number of reasons why there is a transaction on your account that you don't recognise. To ensure that we represent you in the best way possible, please select the correct dispute reason. Selecting the incorrect reason may impact the outcome of your dispute. Please complete and email the form to NCBinfo@ncb.com.

Please also use other available means should you believe this is a fraudulent transaction. Visit managemycard.jncb.com/ to block your card and/or dispute the transaction/s.

I _____ am disputing the following transaction/s:

- that was/were not authorized by me or anyone I know:
- that I made but there is an error due to one of the following reasons:

- I did not receive goods/services I am being charged for
- I have been charged the wrong amount
- I should have been refunded for this good/service
- My card was charged twice for the same goods/service
- I have been charged for a service which I paid for using cash/another card
- I have been charged for a subscription that was cancelled
- Other _____

Name on Card:

First 4 digits of card:

Last 4 digits of card:

Is the card in my possession: Yes No

Disputed Transactions (please add if there are more than 3):

1. Merchant's Name:

Disputed Amount:

Date of transaction:

2. Merchant's Name:

Disputed Amount:

Date of transaction:

3. Merchant's Name:

Disputed Amount:

Date of transaction:

I hereby give authority for an investigation to be conducted on my behalf:

Signature

Date