KEYTRADE BANK

VISA card - Contestation/dispute

You want to dispute one or several transactions ?
Please fill in this form, attach all necessary proofs and send it by mail to : CreditCard_Disputes@keytradebank.com

> Cardholder

Name ..... Surname .....

Card number |_|_|_|_| |_|_| XX XXXX |_|_|_| Phone number .....

Email .....

> Which transaction(s) do you dispute ?

Date of transaction ..... Name of merchant .....

Amount EUR) ..... Type of transaction: ☐ ATM withdrawal
☐ Point of sales payment
☐ e-commerce payment

Date of transaction ..... Name of merchant .....

Amount EUR) ..... Type of transaction: ☐ ATM withdrawal
☐ Point of sales payment
☐ e-commerce payment

Date of transaction ..... Name of merchant .....

Amount EUR) ..... Type of transaction: ☐ ATM withdrawal
☐ Point of sales payment
☐ e-commerce payment

> Reason of dispute

☐ I DO NOT RECOGNIZE THE TRANSACTION AND CONFIRM I DID NOT RECEIVE ANY GOOD/SERVICE
(Please go to page n° 2 of this document)

☐ I RECOGNIZE THE TRANSACTION BUT ...

☐ I did not receive the good/service (please attach a copy of the order)
☐ I sent the good back (please indicate return date and a proof) .....
☐ The amount is not correct (please indicate the correct amount and attach a proof) .....
☐ The transaction has already been cleared (please indicate the settlement date) .....
☐ The transaction has already been cleared with another payment method (please indicate the date and a proof of XXXX) .....
☐ A technical problem (please give more details) .....
☐ A problem with the ATM, too much/not enough bank notes (please give more details) .....
☐ Other (please give more details) .....

HAVE YOU ALREADY HAD ANY CONTACT WITH THE MERCHANT ?

☐ Yes (please attach a copy of the communication with the merchant)
☐ No (nplease contact the merchant to try to solve the problem with him first)

Date and signature

KEYTRADE BANK

VISA card - Contestation/dispute - 2

I DO NOT RECOGNIZE THE TRANSACTION AND CONFIRM I DID NOT RECEIVE ANY GOOD/SERVICE

! PLEASE BLOCK IMMEDIATELY YOUR CARD VIA THE MOBILE APPLICATION OR WWW.KEYTRADEBANK.COM !

ARE YOU STILL IN POSSESSION OF YOUR CARD ?

☐ **YES**

Have you given the details of your card by email, phone or via internet ?
☐ No
☐ Yes : (please detail the channel, the reason and circumstance)

.....

.....

.....

Have you given your card to someone to make a payment ? ☐ Yes ☐ No

If yes, in which circumstances ?

Name of merchant: .....

Location..... Date .....

Other circumstances? .....

☐ **N0**

please indicate when you realized you were not in possession of your card anymore : .....

Circumstances :
☐ Lost
☐ Theft during the break-in of my home
☐ Theft during the break-in of my car
☐ Theft on my workplace
☐ Pickpocket
☐ Theft during an aggression
☐ Theft after trickery
☐ Never received
☐ Given to a third party

Was The PIN written down on or near the card or communicated to a third party (even friends/family) ☐ Yes ☐ No

.....

SEND US ANY DOCUMENTS YOU CONSIDER RELEVANT (POLICE REPORTS, ETC.).

Date and signature

Personal data will be processed by Keytrade Bank, Belgian branch of Arkéa Direct Bank SA (France), when processing your request and when[managing your debit cards], as well as for the purposes described in the Privacy Policy [link to the policy] available at www.keytradebank.be. Please see this Policy for more information about the collection, recording and processing of your personal data, as well as about your right of access, to rectification and to object.