

Disputed transaction – additional information

Please ensure the form is completed in full, signed, dated and returned to the Freepost address at the end of this form. Please note we do not accept digital signatures.

Customer name

Account number

Please tick a category from 1–9 to confirm the reason for the dispute and list the transactions:

1. I now recognise the transaction or have resolved with the merchant and the dispute can be closed
2. I have cancelled the regular payment, subscription, annual renewal or membership
3. I have not received my refund
4. I have been charged for a duplicated transaction
5. I have not received the goods/services paid for. *Please forward any relevant evidence to disputesandchargebacks@triodos.co.uk*
6. The goods/services I paid for were damaged, defective or not as described. *Please forward any relevant evidence to disputesandchargebacks@triodos.co.uk*
7. I attempted to withdraw cash from an ATM and did not receive the correct funds
8. I did not authorise these transactions
9. None of the above

Additional details

For instances of fraud only: If you have reported this to the police, provide us with your crime reference number or if this has not been reported, please do so.

Please list the transactions below:

Transaction date	Merchant name	Value
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<input type="text"/>		
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If additional transactions are to be queried, please include the details above or on an additional page.

I confirm that all the information provided is true and that I neither authorised, participated nor performed the above transaction. I have not given my card to anyone else or colluded with anyone to make this transaction on my behalf. I have no objection to a full investigation being made with the named company and I have no objection to police involvement, should this prove to be necessary.

Signature

Date

Our Freepost address is Royal Mail registered and simple to use, write it exactly as shown below on your envelope and your letter will get to us by second class post free of charge (no stamp required):

Freepost TRIODOS BANK

Telephone: 0330 355 0355

www.triodos.co.uk

Calls to and from Triodos Bank may be recorded for training and monitoring purposes.

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