

Triodos Bank.

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.

Case reference

To be completed by Triodos Bank

Customer name

Account number

Please tick one box to confirm the reason for the dispute or that it is resolved;

- I now recognise the transaction or have resolved with the merchant and the dispute can be closed.
- I have cancelled the regular payment / subscription / membership / annual renewal.
- I have not received my refund.
- None of the above.
- I have not authorised or participated in the transaction(s) listed below:

Transaction date	Statement date	Merchant name	Value	Misc.
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If additional transactions are to be queried, please include the details above or on an additional page.

6. I authorised a transaction for
on / /
It appears to be duplicated / for the wrong amount.

7. I have not received the goods / services paid for.
They were expected on / /
I have attempted to resolve this with the merchant, my last contact was
on / /

Please provide copies or receipts showing the expected service or delivery date and your attempts to resolve with the merchant.

8. The goods / services I paid for were damaged, defective or not as described.

I returned the goods on / /

I have attempted to resolve this with the merchant, my last contact was
on / /

Please provide evidence that the goods were unsatisfactory and that an attempt to return was made.

9. I attempted to withdraw cash from an ATM and did not receive the correct funds.

Amount requested.

Amount that was not received.

Date and time of withdrawal

 / /

Have any family members ever used the card in the past?

Yes No

Additional details

Do you still have possession of the card? Yes No

If not; was the card Lost Stolen

Was the card the only item stolen? Yes No

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.

If no; please detail

Do you remember where the PIN was kept? Yes No

If yes please detail

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

Freephone: 0330 355 0355
contact@triodos.co.uk
www.triodos.co.uk

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

Triodos Bank NV (incorporated under the laws of the Netherlands with limited liability, registered in England and Wales BR3012). Authorised by the Dutch Central Bank and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details about the extent of our regulation by the Financial Conduct Authority and Prudential Regulation Authority are available from us on request. Registered Office: Triodos Bank, Deanery Road, Bristol BS1 5AS. VAT reg no 793493383

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