

## Card Transactions Dispute Process and FAQ

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## 1. What is a dispute?

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For credit or debit cards, a 'dispute' is when a cardholder questions the validity of a transaction that appears in the card account. Cardholders dispute transactions for a variety of reasons, including unauthorized charges, failure by the merchant to deliver merchandise, defective merchandise, incorrect transaction amount and duplicated transactions. For more details about the dispute reasons, please refer to section '[What are the most common dispute reasons and what the cardholder should do/provide?](#)'

## 2. The Dispute Process

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### Disputing a Transaction

If you find one or more transaction(s) on your credit or debit card account that you do not recognize, you did not authorize or believe to be incorrect, there are a few things you should do:

- First, check your statement thoroughly:
  - Review the date and the amount of the transaction(s) to see if you are able to remember if you used your card at the time and place.
  - Sometimes merchants use a different trading name to the billing name that appears on the statement. Or, they may have used their head office as a location.
  - If the date or amount looks incorrect, check your purchase receipt and try to match it with the transaction(s) amount on your statement.
  - Take into consideration any subscription or recurring transactions that you have arranged with the merchant and you believe you have cancelled it.
- If you have an additional cardholder on the account check with them to see if they made the purchase.
- Check if your card is in your possession. If it is not then you should immediately report the card as lost or stolen.
- If you've checked everything and you still don't believe the transaction(s) or purchase(s) is/are yours, you should immediately contact us (Bank of Cyprus Public Company Ltd – the "Bank") by calling 1bank at the **toll – free telephone number 80000800 (local calls) or 0035722128000 (international calls), between 7:45 and 21:30 (except weekends and Bank holidays)** and we will investigate the matter for you.  
Alternatively, you can call or visit your branch.
- Once you contact the Bank about your dispute, the Bank may first cancel your card and issue a new one.

### **Submitting a dispute**

You can submit a dispute by printing, completing and signing the 'Card Disputed Transaction Form'. Together with the form you must provide all relevant documentation and supporting evidence as stated below.

You must complete the following **MANDATORY** fields in the 'Card Disputed Transaction Form':

- A. Card Number, Mobile Telephone No and Date.
- B. Disputed Transaction(s) (as presented in the account statement).  
(Date / Amount / Merchant Name)
- C. The reason of the dispute.
- D. Cardholder's name and signature.

The 'Card Disputed Transaction Form' is the **REQUIRED document** you must submit in order to proceed with a dispute. The Bank though may request you to provide also the following information:

- A. The plastic of the card, if it is still in your possession.
- B. Copy of passport.
- C. Cancellation information and cancellation code.
- D. Transaction invoice.
- E. Police report.
- F. Other supporting evidence i.e. any communication with the merchant, car rental agreement, air tickets.

The 'Card Disputed Transaction Form' and all relevant documentation can be submitted to the Bank as following:

- A. By logging into 1Bank Internet Banking, clicking on Mailbox > Create secure message > Electronic Transaction dispute – complete the necessary information and submit your request.
- B. By fax to Card Services at: +357-22340417.
- C. By electronic mail (e-mail) at: [chargeback@bankofcyprus.com](mailto:chargeback@bankofcyprus.com).
- D. By handing them to any Bank's branch.
- E. By register mail to:  
Card Services,  
P.O. Box 21472,  
1599 Nicosia,  
Cyprus.

The 'Card Disputed Transaction Form' must be submitted to the Bank as soon as you become aware of the disputed transaction

### **Who can submit a dispute?**

Only the Cardholder may submit a dispute for transactions regarding his/her own card.

### **Processing the dispute**

Once we receive your completed 'Card Disputed Transaction Form' we will do our best to investigate your case.

We may contact you in order to discuss your dispute, and try to assist you by giving you more information regarding the disputed transactions (in an attempt to help you identify and recognize the disputed transaction). In some circumstances, we may request more information and evidence to progress the dispute. For more information, please refer to [Submitting a dispute](#) and [What are the most common dispute reasons and what the cardholder should do/provide](#) sections.

To carry out our investigation, the Bank adheres to the Organizations' (Visa, MasterCard and American Express) rules for resolution of a disputed transaction. Each card Organization (Visa, MasterCard and American Express) has its own dispute resolution process. This process outlines the circumstances and timeframes during which the Bank can dispute a transaction and claim a refund on your behalf. For more information please refer to [Understanding Card Organization rules and the timeframe to resolve a dispute](#) section.

The Bank also applies the [Terms and Conditions](#) (link) governing the use and operation of the Cards, as signed by the Cardholder.

### **Completion of the dispute process**

The dispute process continues until investigation and resolution are complete. If the dispute is resolved in your favor, a credit is posted to your card account. If the dispute is not resolved in your favor, you will be informed accordingly, outlining the reasons of not being able to credit your account.

In some cases, the Bank may credit your card account with the disputed amount, prior to the completion of the dispute process. Upon completion of the dispute process, if the dispute is not resolved in your favor, the Bank will debit your card account again with the credited amount.

## **3. Understanding Card Organization's rules and the timeframe to resolve a dispute**

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The Organization's rules and timeframes (Visa, MasterCard and American Express) can restrict Bank's ability to investigate a transaction and claim a refund on your behalf, which can take up to 120 days from the date the transaction was processed to your account. Taking this into consideration, you need to notify the Bank for any disputed transaction immediately, as soon as you identify the disputed transaction, to ensure we are able to exercise these rights on your behalf.

If you do not inform the Bank within the above timeframes, we may not be able to assist you to resolve the disputed transactions and our ability to exercise our rights to dispute a transaction with the relevant Organizations on your behalf, may be lost.

#### 4. What payments do I need to make to my credit card when a dispute is in progress?

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You need to continue paying the minimum payment amount, as you are required to do in your account statement, to meet your credit card obligations. The minimum payment needs to be made by the due date as normal.

If you usually pay the closing balance on your credit card statement in full each month, you need to continue doing so to avoid interest. This balance includes the disputed amount.

If the dispute is resolved in your favor, your account will be credited with the disputed amount.

#### 5. How can I cancel a dispute I've submitted?

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If, after submitting a dispute:

- you do recognize the transaction, or
- the issue has been resolved with the merchant directly,

Please call 1bank at the **toll – free telephone number 80000800 (local calls) or 0035722128000 (international calls), between 7:45 and 21:30 (except weekends and Bank holidays)** to cancel your dispute.

Alternatively, you may:

- Inform your branch.
- Send an electronic mail (e-mail) at: [chargeback@bankofcyprus.com](mailto:chargeback@bankofcyprus.com).
- Send a fax to Card Services at: +357-22340417.

#### 6. Things to remember

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- Always check your card account statement as soon as you receive it or at least once a month. Your card account statement can also be checked through your internet banking.
- If you come across an unauthorized transaction or you receive an SMS alert for a card transaction that you have not authorized, please call immediately 1bank at the **toll – free telephone number 80000800 (local calls) or 0035722128000 (international calls)** to report it and cancel the card. In this case, please note the following for the new card issued:
  - The PIN number remains the same as your previous card.
  - If you had a subscription/recurring transaction arranged with a merchant you need to inform the merchant of the new card number.
- If you have not already enrolled to receive SMS alerts on your mobile for your card transactions, please call 1bank at the **toll – free telephone number 80000800 (local calls) or 0035722128000 (international calls), between 7:45 and 21:30 (except weekends and Bank holidays)** to arrange for an enrollment.

## 7. What are the most common dispute reasons and what the cardholder should do/provide?

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Please find below some of the most common reasons that you may need to contact us in order to dispute a transaction and the additional information you are required to provide for each case. To submit your dispute for any of the following cases, please refer and apply the [dispute process](#).

i. What should I do if I don't recognize a payment on my card account?

If you're not sure about the details of a transaction on your card account, such as the date, amount or company name, you may contact us requesting a copy of the transaction receipt.

Helpful hints:

- Have you checked and confirmed with any additional cardholders?
- Have you made a similar payment to a company with a different name which didn't appear on your account?
- Have you used another company to make a purchase? For example Amazon, eBay, PayPal?
- Have you searched online for the company's name?

Bear in mind that if a copy of a card transaction is requested and the transaction is proved to be valid and made by yourself, the Bank has the right to charge €8,50 per transaction.

ii. What should I do if I have never authorized or participated in the transaction?

If you have never authorized or participated in the transaction, then a fraudulent transaction might have taken place. The most common types of fraud are the following:

- A. If the card is in your possession, this means that:
- Card information (such as card number, expiry date, CVV2) may have been stolen and transactions might have taken place over the internet or over the phone.
  - The data of the card may have been electronically copied and a counterfeit/cloned card may have been created. Counterfeit/cloned cards are used at merchants where the physical possession of the card is required.
- B. If the card is not in your possession, this may mean that the card might have been physically lost or stolen and fraudulent transactions might have taken place.

In order for us to be able to proceed with your dispute, you might be required to proceed with the following, according to the circumstances of the case:

- Cancel the card
- Report the case to the police and provide the police report.
- Provide the plastic of the card, if it is still in your possession
- Provide copy of your passport
- Provide supporting evidence

iii. What should I do if a company has charged me the wrong amount?

In order for us to be able to proceed with your dispute, please note that **first you must try to resolve the dispute directly with the merchant.**

**If the dispute is still not resolved:**

- You need to provide us with evidence of the correct amount (the transaction invoice and receipt)

iv. What should I do if I've been charged more than once for the same transaction?

In order for us to be able to proceed with your dispute, please note that **first you must try to resolve the dispute directly with the merchant.** They may be able to process a refund to your card account right away.

**If the dispute is still not resolved:**

- We may be able to claim the amount back from the merchant for internet/mail order transactions or transactions at the point of sale (POS).
- In the case that you've entered your PIN twice at POS, we may not be able to proceed with your dispute.

v. What should I do if a payment has been made after I cancelled my subscription or a service?

We may be able to claim back any payments made **after** the date you cancelled your subscription or service.

In order for us to be able to proceed with your dispute, please note that **first you must try to resolve the dispute directly with the merchant.**

**If the dispute is still not resolved, you must provide us with:**

- The date and method you used to cancel the subscription or service.
- Evidence of your cancellation.
- The cancellation code, if applicable.

vi. What should I do if I haven't received something that I ordered?

In order for us to be able to proceed with your dispute, please note that **first you must try to resolve the dispute directly with the merchant.**

**If the dispute is still not resolved:**

- If the date you were expecting to receive your goods or service has passed without receiving them or you've received written confirmation that you won't receive the goods or service, please contact us:
  - *For Visa cards*, 15 days after the transaction is posted on your statement.
  - *For MasterCard and Amex cards*, 30 days after the transaction is posted on your statement.
- We'll need:
  - A detailed written description of the item or service ordered.
  - The transaction invoice.
  - The expected delivery date for the goods/services.
  - A description of how you tried to resolve this with the company and any response given.

**If the merchant is no longer in business, you must contact us immediately. In such an event the aforementioned time frames are not applicable.**

**vii.** What should I do if I've received something different to what I ordered or I've received defective/damaged goods?

In order for us to be able to proceed with your dispute, please note that **first you must try to resolve the dispute directly with the merchant.**

**If the dispute is still not resolved, you must return the goods you received to the merchant and provide us with:**

- Evidence of the return of the goods (i.e. postal office invoice/receipt).
- An invoice showing what was ordered.
- A full written explanation and proof of what was not as described and was received as damaged/defective.
- Proof of what was actually received (including details of differences/damages/defects).

Please allow the company 15 days from the date the item(s) has/have been returned to provide either a refund or replacement item(s).

If you don't receive a refund or replacement after 15 days from the return date, we will require a few things from you:

A full written summary of your dispute, including details of how you have attempted to resolve the dispute with the company, details of any response given and details of the company's assurance that a refund or a replacement will be provided.

**viii.** What should I do if I ordered genuine goods and have received counterfeit goods or a letter from Customs and Excise?

If your goods have been seized at Customs and you have received a letter confirming this, we can use this letter as supporting documentation to assist in a claim to obtain a refund for the items you purchased.

If you received goods that you believe are fake, we can help you to claim the money back provided we have evidence of this.

In order for us to be able to proceed with your dispute, you should provide the following:

- Certification /notification that the merchandise is counterfeit from either:
  - A neutral bona fide expert.
  - A customs agency, law enforcement agency or other government agency.
  - The owner of the intellectual property or its authorized representative.
- A full written summary of your dispute including confirmation of how you have attempted to resolve with the company and details of any response given.
- A confirmation or invoice of what was ordered.
- Disposition or current location of the merchandise.
- The date you received the goods or customs and excise letter.



ix. What should I do if a credit refund is not showing on my statement?

If the company assured you that they will refund you, you must wait 15 days to see if that refund does show on your account.

If you haven't received a refund after 15 days from the date of the company's assurance of the refund, **first you must try to resolve the dispute directly with the merchant.**

**If the dispute is still not resolved, we will need:**

- A full written summary of your dispute including confirmation of how you have attempted to resolve with the company and details of any response given.
- A copy of the refund voucher/confirmation showing at least the last 4 digits of the card refunded, the date of the refund and the amount of the refund. If you do not have a refund voucher, we suggest you raise your concern with the company.

x. What should I do if I've been charged extra by a hotel, cruise ship or car hire company?

If the company has not made you aware of why they have taken a further payment, we will review the details of your dispute to see if we can assist you in securing a refund.

We need you to try to contact the company first to see if they are able to provide you with a reason for the extra payment. The company may be able to provide a valid reason or may provide you with a refund themselves. If the company is not willing to assist, we may be able to help.

We will require from you the following information in order for us to be able to proceed with your dispute:

- A full written summary of your dispute including confirmation of how you have attempted to resolve with the company and details of any response given to you.
- A copy of the original invoice/receipt.

According to the terms and conditions of the specific merchant and the rules and regulations of the Organizations (Visa, MasterCard, Amex), there might be some extra charges/fees that have to be charged. These might be, but not limited to:

- No show fees
- Cancellation fees
- Fuel
- Traffic Fines

xi. What should I do if I've tried to withdraw cash from the ATM, the ATM has not disbursed the cash or disbursed portion of the requested amount?

We will try to resolve the dispute with the relevant Bank owing the ATM.

If the relevant Bank owing the ATM provides documentation that the cash has successfully been disbursed, a credit has been processed or the ATM is in balance, our Bank cannot proceed with any further investigation on your behalf.

xii. What should I do if I've purchased the service or goods but I paid by other means?

In order for us to be able to proceed with your dispute, please note that **first you must try to resolve the dispute directly with the service provider or the merchant.**

**If the dispute is still not resolved, we will need:**

- Evidence of your attempt to resolve the issue with the service provider or the merchant
- Evidence of the payment of the same service/goods by other means i.e. cash receipt, other card's payment receipt.