Fields marked with a * are compulsory fields

Cardholder Personal Information			REF NO:
First Name *		Surname *	
ID / Passport Number *		Contact Phone Number *	
Email Address *			
Payaccsys Card			
Card Number *			
Card Sequence no. * Contact us if you don't have this number		Linked Bank Account	
Transaction Details			
Merchant Name *		Transaction Date *	
Transaction Amount *		Disputed Amount *	

Complete Section A OR Section B, then complete Section C

Section A – Select ONE Option – Cardholder Dispute Chargeback		
	Goods or services were not as described, defective, includes shipped merchandise received damaged or not suitable for its intended purpose, or merchant did not honour the terms and conditions of a contract.	Delivery date of Service or Goods:
	Goods or services were not provided.	Expected date of Delivery of Goods or Service:
	Digital goods were purchased totalling USD 25.00 or less and did not have adequate purchase controls.	
	Credit not processed.	Return or Cancellation Date:
	Counterfeit goods alleged to be authentic were purchased.	
	Recurring transaction cancelled prior to billing.	Cancellation Date:
	Recurring agreement was not properly disclosed.	
	"No-Show" hotel charge was billed.	
	Purchase transaction did not complete.	
	Timeshare agreement or similar service provision was cancelled within MasterCard time frame.	
	Credit posted as a purchase.	
	ATM withdrawal unsuccessful but deducted from Available Balance.	
	Addendum dispute.	

If you selected an option in Section A, DO NOT complete Section B go to Section C.

Section B – Select ONE Option - Point of Interaction (POI)		
	The cardholder was debited more than once for the same goods or services.	Alternate means of Payment details:
	The cardholder was debited an incorrect amount.	
	The cardholder was billed for loss, theft, or damage in the same transaction as the underlying initial service.	
	The cardholder states that he or she was not given the opportunity to choose the desired currency in which the transaction was completed or did not agree to the currency of the transaction.	
	The merchant processed a credit (instead of a reversal) to correct an error which resulted in the cardholder experiencing a currency exchange loss.	

Section C – Dispute Details
Describe the cardholder's compliant in sufficient detail to meet the requirements for the chargeback as described in the Chargeback Guide and to enable all parties to understand the dispute. Please also provide any supporting documents. Mastercard will determine whether this information contains sufficient detail.

"I certify that the information herein is accurate and complete. I hereby indemnify you, your employees or agents against any claim, loss or damages both direct and indirect, which may arise as a result of actions taken based on the information provided in this Dispute Form".			
Cardholder Signature		Date:	

Email the completed and signed document to support@payaccsys.com

For Office Use:

"The issuer certifies that it complies with Mastercard Bylaws, Rules, policies and operating regulations and procedures of Mastercard (the "Standards"), written agreements and privacy laws and regulations applying to the protection of personal data. The issuer agrees that the personal data collected may be used according to Mastercard Standards and Mastercard's Global Privacy Notice on http://www.mastercard.us/privacy/. I certify that the facts were obtained from my discussion with the cardholder or the company/government agency representative on behalf of the corporate/government card cardholder and that the facts are accurate to the best of my knowledge."			
Customer Service / Chargeback Representative Signature		Date:	