 **Transaction Dispute Form**

**(For Mobile and Internet Banking)**

**Customer Details**

Date Dispute Received---------------------------------------------------------------------------------------------

Customer name­­­­­-------------------------------------------------------------- ------Sender Mobile Number--------

Sender Account Number----------------------------------------------------------------------------------------------

Email address-------------------------------------------------------------------------------------------------------

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Channel used |  | Date of Transaction | Amount in Birr | Beneficiary Account number | Beneficiary bank  |
| Mobile  | Internet |  |  |  |  |  |
|  |  |  |  |  |  |  |

Based on my examination of my account statement or inquiry with your customer service, I am disputing the transaction listed above based on the following :( Please tick the most appropriate and provide the requested information)

□ I confirm that the above amount deducted from my account but not delivered to the beneficiary.

□ other reason---------------------------------------------------------------------------------------------------

**Declaration**

I hereby declare that all information provided in this dispute form are true to the best of my knowledge and the attachments are genuine and valid.

Signature ----------------------------------Date-----------------------------------------------------------

**For bank use only**

Received request through □ mail □ Phone □ in person □ other--------------------------------------

Received by--------------------------Branch/Unit-----------------------initial-------------Date------------

Result of Investigation----------------------------------------------------------------------------------------

Verified by -------------------------------------------------Initial-----------Date------------------