

1. Cardholder data

- 1a Surname and initials
- 1b Landline (incl. country code)

2. Disputed transaction data

- 2a Account number
- 2b Amount on statement
- 2c Transaction date dd-mm-yyyy
- 2d Description on statement
- 2e Merchant name

3. Dispute reason

Please select one option only

- 3a Non-authorized transaction -> proceed with 4
- 3b Non-recognised transaction -> proceed with 5
- 3c Subscription cancellation -> proceed with 6
- 3d Other cancellation -> proceed with 7
- 3e Damaged or not received goods/
services -> proceed with 8
- 3f Problems with ATM -> proceed with 9
- 3g Transaction was incorrectly
processed -> proceed with 10

4. Non-authorized transaction

- 4a There was a genuine transaction
from the same merchant on dd-mm-yyyy
- 4b Non-authorized transaction I did not authorise this transaction, but there was an other genuine transaction with the same merchant. The credit card has always been in my possession. I have attempted to resolve the dispute with the merchant
- > proceed with 11

10. Transaction was incorrectly processed

- 10a Amount not yet billed I was given a credit slip by the retailer, but the amount has not yet appeared on my statement
-> proceed with 10d
- 10b Different amount billed The amount billed differs from the amount on my sales slip
-> proceed with 10d
- 10c Amount billed was paid using another payment method The payment with my credit card was unsuccessful, so I had to pay by another payment method. Nevertheless, my creditcard was billed for this transaction.
-> proceed with 10d
- 10d Transaction document I attached the original credit slip, the receipt or proof of the alternative payment method
-> proceed with 11
- 10e Amount billed multiple times I only authorised one transaction at this merchant but noticed more identical transactions being billed
-> proceed with 12
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11. Actions taken

- 11a I have attempted to resolve the dispute with the merchant on dd-mm-yyyy
- 11b Proof of merchant contact I have attached proof of merchant contact
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12. Declaration and signature

I certify that the supplied information at this form is true to the best of my knowledge and no facts or circumstances that could be important for ING and dispute investigations have been withdrawn by me. I understand that giving a false statement is prohibited by law and could lead to prosecution.

12a Date dd-mm-yyyy

12b Town/City

12c Cardholder signature

(applicable only when sending the form by classic mail)

12d Digital signature (choose this option when the declaration has been filled out digitally and you are sending the form to us by email)

13. Sending

By email: commercialcard@ing.com

By regular mail:

Réponse payée / Reply Paid
Pays-Bas / The Netherlands
ING
Int. Business Return Service
I.B.R.S./C.C.R.I. Numéro 4
NL-3770 WB BARNEVELD

Did you add all required documents? Without the required documents we can't process your dispute.

14. For use by ING

14a Comments

14b Credit card number
