



**\*\*\* Bank Document Number is a 10 digit number available on your statement or confirm from the CIS Officer in the branch**

I confirm that the information above is genuine and can be held responsible for any irregularities in the information provide to

\_\_\_\_\_ <sup>1</sup>Cardholder's Signature \_\_\_\_\_ Date

\*Please note that all sections must be completed.

**Office use only:**

Card Sighted:  Card Hot listed:  **(Hotlist card only if fraud was reported)**

\_\_\_\_\_ CIS Officer (Name) \_\_\_\_\_ Signature & Stamp

For more transaction information please write in the space below:


\_\_\_\_\_ <sup>2</sup>Cardholder's Signature \_\_\_\_\_ Date

We acknowledge receipt of your complaint dated this \_\_\_\_\_ day of \_\_\_\_\_ 20 \_\_\_\_\_  
In line with our process of treating disputed transactions, kindly forward the stamped pages of your recent International passport which must be signed by the Customer Information Service (CIS) Officer stating that the original had been sighted. **(For international transactions only)**

We shall request for documentation of the disputed transaction(s) from the merchant(s) involved. Our investigation may take up to 90 days to conclude.

The results of the investigation will be communicated to you in the final notification letter which you will receive from our E-fraud unit.

We empathize with your situation and kindly ask you bear with us in order for us to carry out a thorough and satisfactory investigation.

We thank you for banking with GTBank Ltd while we assure you of our efficient services always.

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CIS Officer (Name)

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Signature & Stamp

Branch: \_\_\_\_\_

For more information please contact us on:

E-mail: [cardservices@gtbank.com](mailto:cardservices@gtbank.com)

Telephone: **0800-482-666328, 0802-900-2900, 0803-900-3900 and 01-448000**

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<sup>2</sup>Unauthorised transactions are advised to be reported within 30 days after the transaction date

\* Please note that all sections must be completed, Incomplete form will be rejected and not processed