FirstBank
Since 1894

CHARGEBACK FORM

BANK NAME	First Bank of Nigeria
*CARD NUMBER	☐☐☐☐☐☐ ☒☒☒☒☒☒ ☐☐☐☐

*Please note that the 16 digit card number should not be entered on the form and only the first six digits and the last four digits are required. Application may be denied for non-compliance.

KINDLY BE INFORMED THAT

- I have neither executed nor authorized the following transaction. ☐

- The amount on the transaction receipt has been altered by the merchant processing it. ☐
- I am enclosing a copy of the original voucher showing the unaltered amount. ☐

- I have been charged twice for the following transaction. ☐

- I have not been credited with the value of the credit voucher issued to me. ☐
- I am enclosing a copy of the credit voucher as well as a copy of the statement. ☐
- Did you attempt to resolve with the merchant? ☐

- I have not received the (Goods/Merchandise/Services) that I have ordered on my account. ☐
- I am enclosing a copy of the voucher/ copy of the ticket representing the services. ☐
- Type/Description of service - merchandise _____
_____
- Expected arrival/delivery/receieve date of the merchandise [D D | M M | Y Y Y Y]
- Merchandise delivery agreed location _____

- The amount of the transaction has been paid by _____ ☐
- I am enclosing a copy of the voucher showing the way of payment.
- If the merchandise returned by the cardholder as per late delivery, specify the date it was returned [D D | M M | Y Y Y Y]

- The currency appearing on my statement differs from the currency on the transaction receipt that I have signed. ☐
- I am enclosing a copy of the original voucher showing the correct currency.

- I did not participate in the disputed ATM transaction ☐

- I did not receive the requested ATM cash amount. ☐

- I received a portion of the requested ATM cash amount ☐

- The ATM cash was processed more than once ☐

Here below are some details pertaining to this matter:

Transaction Date (DD/MM/YY)	Transaction Amount	Transaction Currency	Billed Amount	Statement Date (DD/MM/YY)	Merchant Name

I would therefore appreciate it if you could investigate this matter and credit my account held with you.

Cardholder name: _____

Signature: _____

FBN Account Number: ☐☐☐☐☐☐☐☐☐☐

Complaint Lodged on [D D | M M | Y Y Y Y]