

You must complete this form electronically

## I have cancelled a subscription, but the amount continues to be charged to my card

You need to have cancelled your subscription in accordance with the merchant's terms and conditions. You cannot dispute charges that have been made prior to the date that the subscription was cancelled.

Before you make a dispute, you must contact the merchant. This is often the quickest way to correct a mistake. If it has not been possible to solve the matter with the merchant, then please complete this form.

It is important that you complete all the fields on this form.

After completing the form, please print sign it.

You can choose to send it by post to:

Danske Bank  
Fraud Management  
Holmens Kanal 2-12  
DK-1092 Copenhagen

Or, you can scan the signed form and send it as an attachment

- via a secure line through your eBanking, or
- by e-mail to: [indsigelse@danskebank.dk](mailto:indsigelse@danskebank.dk)

Please be aware, that when sending by e-mail, there is a risk that unauthorised parties can read and change the contents.

After receipt of your dispute, we will handle your case as soon as possible. It may also be necessary for us to contact you in connection with the handling of your case.

### Cardholder's details

Name of cardholder		Date of birth
E-mail address		
Telephone No. (Daytime)	Mobile No.	
Reg. No.	Account No.	Last 4 digits of the card number

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Cardholder name
Last 4 digits of the card number

**Dispute reason:**  
**Subscription cancelled.**  
**Disputed transactions: One transaction per line.**

Date of purchase	Merchant name	Dispute amount and currency	Dispute amount in DKK

**Information from cardholder**

Did you accept the terms and conditions of the merchant?     Yes     No

Date of cancellation (DD-MM-YYYY) \_\_\_\_\_

The subscription was cancelled by:     E-mail     Phone     Homepage     Letter

Additional information: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**Please enclose the documentation for the cancellation of the subscription to support your case.**  
**Please also enclose any other documents that are relevant, such as correspondence with the merchant.**

**Customer affidavit**

I solemnly declare that the information is correct. If the case is investigated by the police, I hereby consent to the Bank providing the police with any information they may require in connection with the case.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_ Date
\_\_\_\_\_ Cardholder's signature