

You must complete the form electronically

## I have not been refunded, despite having cancelled my order or after returning the goods

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 and attach documents relevant to the missing refund and the goods or services that your ordered.

After completing the form, please print it out and 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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**Information from cardholder**

What was ordered? (Detailed description: e.g. name / brand, model, quantity, colour, size, travel dates and journey details)

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What action did you take?- select below, and attach documentation.

I have exercised buyers remorse and cancelled the transaction within 14 days (attach documentation)

I have cancelled the purchase in accordance with the merchant's terms and conditions (attach a copy of the cancellation and the merchant's terms and conditions)

I have cancelled the order and returned the ordered product/service (specify the postal service used, when the product was returned, and attach the receipt/"track and trace". \_\_\_\_\_)

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The merchant promised to refund the amount (attach documentation of the agreement with the merchant, e.g. a credit note)

Other (describe and attach documentation) \_\_\_\_\_

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Date when the merchant was contacted (DD-MM-YYYY) \_\_\_\_\_

The merchant was contacted by:  E-mail  Phone  Homepage  Letter

Other (describe) \_\_\_\_\_

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What was the outcome of your contact with the merchant?

The merchant has not responded

The merchant promised to deliver the product on - (new delivery date) \_\_\_\_\_

The merchant promised to refund the amount / part of the amount (attach documentation)

The merchant did not provide a return address and therefore, the product cannot be returned (attach documentation)

Other (describe)

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Please include documentation that supports "What was ordered". For example, it can be an invoice, order confirmation, internet description or an e-mail that includes the following: product description, number, trade mark, model, colour, size, etc.

If there are other details/documents that may be relevant to the case, please include them.

**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.

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