

You must complete this form electronically

The goods or services that I have received are defect, or not as described

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 relevant documentation for the purchased goods or services.

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

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 |

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

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Information from cardholder

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

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

Where are the goods now? (If returned, state delivery company, and when the item was returned) _____

Describe the difference between what you have ordered, and what you have received

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

The merchant was contacted by: E-mail Phone Homepage Letter
 Other (describe) _____

- What was the outcome of your contact with the merchant?
- The merchant has not responded to the request
 - The merchant promised to deliver a new product - New delivery date is/was _____
 - The merchant asked the product to be returned (attach a copy of the receipt for the return)
 - The merchant promised to refund the amount / part of the amount (attach documentation)
 - The merchant would not provide a return address, and therefore, the product could not be returned (attach documentation)
 - Other (describe)

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

Please also include documentation that supports "What was received". For example, an image/picture, and/or statement from an expert regarding the authenticity of the goods. If you have returned the goods, please supply proof of this. A receipt from the post office, Track and Trace reference and the name of the delivery company.

If there are other details/documents relevant to this case, please also 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.

Place and date

Cardholder's signature