

You must complete the form electronically

## The merchant has charged more than I authorised

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 it out and sign it.

You can choose to send it by post to:

**Danske Bank**  
**Fraud Management**  
 Bernstorffsgade 40,  
 1577 København V,

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:**  
 I have neither engaged in nor authorised these transactions, but I have engaged in or authorised other transactions from the same merchant.  
**Disputed transactions: One transaction per line**

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

**Non-disputed transactions**

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

The card was in my possession at the time of the disputed transactions (set x)	<input type="checkbox"/> Yes	<input type="checkbox"/> No
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**Information from cardholder**

Describe what happened, and why you are disputing the transaction(s)

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

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

What was the result of your contact with the merchant? (describe and attach documentation)

Please enclose documentation that may be relevant regarding the handling of the dispute. For example, a car rental contract or other correspondence.

**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