

You must complete the form electronically

The merchant has charged more times for the same purchase, or another amount than agreed

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.

You must enclose/attach the following documents, showing:

- That the merchant has charged multiple times for the same purchase.
- That the amount charged differs from the agreed.

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

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, Bernstorffsgade 40, 1577 København V.

