

# Complaint form for unjustified charges

## What should I do?

- Please read the claim form carefully, complete it and sign all the pages.
- **Send the completed and signed form to:** PostFinance Ltd, Scan Center, CH-3002 Bern.

## Next steps

- After receiving your complaint, we will examine the case carefully. We may require additional information from you (e.g. billing documents, information from the acceptance office, etc.).
- In certain cases, the duration of our clarifications can be several months, since we have to contact the bank or acceptance office involved.

## Important information

- Only if you object to the transaction in writing within 30 days from the date of the notification (account statement, direct debit advice, etc.) can we raise an objection with the company concerned.
- For security reasons, we do not contact our customers via e-mail. We will therefore always contact you by post or telephone.
- Please provide us with the last four digits of the 16-digit card number of your PostFinance Card, with which the bookings were made.
- We require the signature of the account holder or an authorized person on the claim form.
- Return to us all pages of the claim form.
- If your PostFinance card has not yet been blocked, please do so immediately.

### Please complete this section:


Confirmation of the cardholder for the contested transaction

Last name \_\_\_\_\_

Telephone (home) \_\_\_\_\_

First name \_\_\_\_\_

Telephone (work) \_\_\_\_\_



Date \_\_\_\_\_

Signature

### To be completed by PostFinance

Partner number \_\_\_\_\_



Please select all options that apply

**Amount debited several times**

My card has been debited several times for one purchase made by me.

**Goods/services not received**

I did order the goods/services but have never received them.

Furthermore, I have been in contact with the invoicing party on \_\_\_\_\_

in writing       by telephone

to clarify this issue (see enclosed documents).

Detailed description of goods/service  
\_\_\_\_\_

**Goods/services returned/cancelled**

I returned the goods received on \_\_\_\_\_

but have not received a credit note for this (see enclosed proof of return of the goods).

**Order or hotel/car rental/flight cancelled**

I cancelled the order/reservation on \_\_\_\_\_

in writing       by telephone

The cancellation number is \_\_\_\_\_

**Subscription terminated**

I had cancelled the subscription on \_\_\_\_\_

(see enclosed copy of cancellation).

**Incorrect amount**

I signed a slip to the amount of \_\_\_\_\_

but my card has been debited with the amount of \_\_\_\_\_  
(see enclosed copy).

 \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

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**Credit not booked**

- The amount mentioned in the credit note has not been credited to my card account (see enclosed copy of the credit note).

**Paid with another means of payment**

- I selected an alternative method of payment to transfer the relevant amount (see enclosed proof of payment).

Furthermore, I have been in contact with the invoicing party on \_\_\_\_\_

- in writing       by telephone

to clarify this issue (see enclosed documents).

**Cash not received**

- I did not receive any money from this cash withdrawal.

**Complaint about a surcharge**

- I do not agree with the surcharge(s) to the amount of \_\_\_\_\_  
for payment by the PostFinance Card (see enclosed documents).

**Other reasons**

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 \_\_\_\_\_

Date \_\_\_\_\_

Signature \_\_\_\_\_

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**Transaction details**

Card number                    XXXX XXXX XXXX                    \_\_\_\_\_ (last four digits)

Date                    \_\_\_\_\_                    Amount                    \_\_\_\_\_

Merchant                    \_\_\_\_\_

Date                    \_\_\_\_\_                    Amount                    \_\_\_\_\_

Merchant                    \_\_\_\_\_

Date                    \_\_\_\_\_                    Amount                    \_\_\_\_\_

Merchant                    \_\_\_\_\_

Date                    \_\_\_\_\_                    Amount                    \_\_\_\_\_

Merchant                    \_\_\_\_\_

Date                    \_\_\_\_\_                    Amount                    \_\_\_\_\_

Merchant                    \_\_\_\_\_

Date                    \_\_\_\_\_                    Amount                    \_\_\_\_\_

Merchant                    \_\_\_\_\_

Date                    \_\_\_\_\_                    Amount                    \_\_\_\_\_

Merchant                    \_\_\_\_\_

Date                    \_\_\_\_\_                    Amount                    \_\_\_\_\_

Merchant                    \_\_\_\_\_

I hereby confirm that all the information I have provided is truthful and complete.

You agree that all personal information in the documents (e.g. your card identification number, your contact details and any information in the evidence documents) that you provide to us as part of your complaint may be shared with the international card organizations (e.g. Mastercard) and their representatives. These recipients may also be located abroad, in which case Swiss law (e.g. data protection) is limited to Swiss territory alone and thus any data that reaches a foreign country no longer benefits from protection under Swiss law. If your complaint documents contain information that you do not wish to transmit to us or that you do not wish us to forward to the international card organizations and their representatives, we ask you to make the relevant information unrecognizable before it is transmitted to us.

 \_\_\_\_\_

Date                    \_\_\_\_\_                    Signature                    \_\_\_\_\_

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