



Dispute form

Cancellation of an order, reservation or subscription

Cardholder name

ICS customer number

Your ICS customer number is printed on your account statement.

Card number (please enter the last four digits of your ICS credit card)

XXXX	XXXX	XXXX	XXXX	XXXX
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Name of merchant

Payment date

Amount

(please specify the amount in the original currency, e.g. USD 100)

Reason for disputing the transaction (tick only one option)

- Option A** The holiday/hotel reservation/order/other has been cancelled in accordance with the company's terms and conditions, but I have not received a refund.

Please include the following three documents with this dispute form:

- 1 A copy of your statement, with the relevant payment circled.
- 2 A copy of the cancellation and the terms for cancellation from the service provider.
- 3 A copy of the reservation confirmation.

- Option B** I have cancelled the subscription, but costs are still being charged.

Please include the following two documents with this dispute form:

- 1 A copy of your statement, with the relevant payment circled.
- 2 A copy of the cancellation.

- Option C** My payment was supposed to be refunded, but it was not.

Please include the following two documents with this dispute form:

- 1 A copy of your statement, with the relevant payment circled.
- 2 A copy of proof that you were supposed to receive a refund from the merchant.

Please complete this form in full and sign it. Only fully completed forms accompanied by the requested supporting documents will be accepted. By signing this form, you declare that the form has been completed in full and truthfully.

Town/city

Date

Signature

Please send the form and requested supporting documents in PDF format (max. 5 MB) to chargeback@icscards.nl.
Alternatively, you can send the documents by post in a sealed envelope with the correct postage to:
International Card Services BV, Chargeback Department, P.O. Box 23225, 1100 DS Diemen, the Netherlands.
You could keep a copy of the form and supporting documents for your own records.