



DISCREPANCY ON YOUR ACCOUNT? LET US KNOW!

OVERSEAS MEMBERS MUST SUBMIT A CERTIFIED COPY OF THEIR IDENTIFICATION ALONG WITH THE COMPLETED FORM.

ACCOUNT No.:

Complete the details below and return in branch or email to cardqueries@bpwccul.bb

1. MEMBER INFORMATION

MR. MRS. MS. LAST NAME:

FIRST NAME: MIDDLE NAME(S):

DATE OF BIRTH (mm/dd/yyyy) NATIONAL REGISTRATION NO.:

PERMANENT ADDRESS STREET/AVENUE:

CITY/TOWN: Parish/State:

ZIP/POSTAL CODE: Country:

TELEPHONE NO: Work: Ext:

Home: Mobile:

CARD NUMBER:

2. TRANSACTION INFORMATION

MERCHANT/ATM LOCATION	TRANSACTION DATA	TRANSACTION AMOUNT

3. DISPUTE DETAILS

Check one box and include a separate list of merchant names, transaction dates etc. if disputed amounts cannot fit above. Please enclose all documentation (invoices, receipts, emails/letters to merchant) relating to the disputed transaction(s).

I did not authorise this (these) transaction(s) and no one had my permission to complete this (these) purchase(s).

I was charged twice three times for the same transaction.

The amount of the transaction was altered from \$ _____ to \$ _____
Attached is a copy of my slip showing the correct amount.

I paid for this transaction using another method and not my card.
My proof is attached.

I have not received the goods/services paid for. I have not been able to resolve this issue with the merchant.
Attached are the details of my attempt to resolve.

My card was declined or the transaction was not completed.

I have not been able to resolve this issue with the merchant.
Attached are the details of my attempt to resolve.

