



Dispute form

A car, boat, bicycle or moped rental service, cruise line or hotel has made additional charges

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	XX	XX	XX	XX
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Name of merchant

Payment date

Amount

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

If you approved the specific amount on your statement by PIN or by signing for it, we are unfortunately unable to assist you.

Reason for disputing the transaction (tick only one option)

Option A I have been charged for damage.

Please include the following five documents with this dispute form:

- 1 Your contact history with the company, including the reason for disputing the transaction(s).
- 2 The rental agreement.
- 3 The final invoice.
- 4 Confirmation of booking or reservation.
- 5 Invoice for damage (if you have one).

Option B I have been charged for an unwanted upgrade or insurance policy.

Please include the following four documents with this dispute form:

- 1 Your contact history with the company, including the reason for disputing the transaction(s).
- 2 The rental agreement.
- 3 The final invoice.
- 4 Confirmation of booking or reservation.

Option C I have been charged an administration fee, but the company does not specify what for.

Please include the following four documents with this dispute form:

- 1 Your contact history with the company regarding the transaction(s) being disputed.
- 2 The rental agreement.
- 3 The final invoice.
- 4 Confirmation of booking or reservation.

Option D I have been charged, but I do not know what for.

Please include the following three documents with this dispute form:

- 1 Your contact history with the company regarding the transaction(s) being disputed.
- 2 The final invoice.
- 3 Confirmation of booking or reservation.

 **Continue on the next page of this form.**



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.