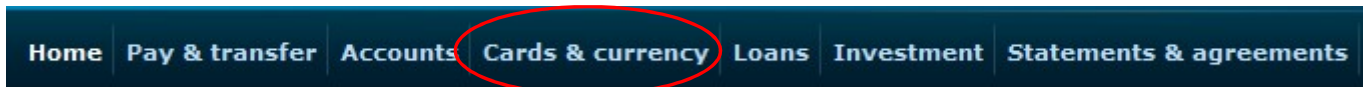




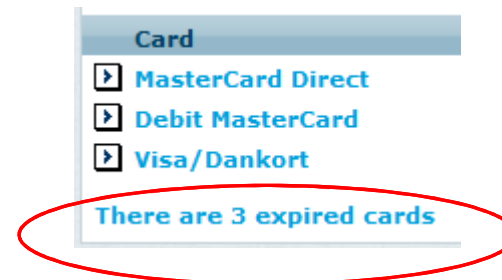
- Log on to Danske eBanking
- Choose 'Cards & currency' in the top menu



- Click on 'Card overview'
- In 'Card overview' you click on the icon  next to the card where the transaction(s) have been made, and choose 'Card dispute'.



- If the card is not on the card overview it will be in 'expired cards'. Click on the text 'expired cards', and click on the icon  next to the card, and choose 'Card dispute'.



- You have to answer some questions regarding your dispute. The questions will appear on the next page after you have clicked on 'Begin'.

Card dispute

You can raise a card dispute if you have found card payments in your account that you do not recognise or cannot approve.

Start by contacting the merchant or website where you made a purchase
Before raising a card dispute, you must first try yourself to solve the problem with the merchant or website where you made a purchase. If you cannot find a solution together with the merchant or website within 2-4 weeks, you must raise a card dispute immediately.

The sooner you contact us, the greater are the chances that we can help you get your money back.

Documentation
In some cases, you need to attach documentation that supports your card dispute. Such documentation could be a digital copy of an invoice or order confirmation, a text file with e-mails or the like.

You should keep the original documentation (or a copy of it) for six months after you have raised the card dispute.

Raising a card dispute
After clicking **Begin**, you will be guided through a series of questions about your card dispute. At the end, you must sign the card dispute with your digital signature here in Danske eBanking.

- When you have answered the questions you have to choose the disputed transactions. Mark the disputed transaction(s) and click on 'Next'.

<input checked="" type="checkbox"/>	26.06.2015	just-eat.dk 29314	26.06.2015	-239,00 DKK
<input type="checkbox"/>	23.06.2015	TRAVEL VALUE&DUTY FREE	18.06.2015	-53,30 EUR
<input type="checkbox"/>	23.06.2015	MobilePay 89869	23.06.2015	-20,00 DKK
<input type="checkbox"/>	22.06.2015	MobilePay 51305	21.06.2015	-50,00 DKK
<input type="checkbox"/>	15.06.2015	Statoil - 10674 02592	12.06.2015	-17,00 DKK

- You can change the date interval by choosing dates in the calendar and click on 'Search'

From date: To date:

- Click on the document 'Card dispute' under agreement document, and go through it to change status to 'read'.

Card dispute

Contact > Question > Transactions > Documentation > **Read agreement** > Sign agreement

Open and read the agreement document listed below. Then proceed to accept the agreement.

Agreement document (PDF)	Status
Card dispute An error has occurred when I tried to withdraw cash from an ATM Agreement ID: 8EAD-E8D9-FF37-C5B5-030A-51E1-6BA2-6AF1-FCA9-847F	Not read

To view agreement documents, you need Adobe®Reader™, which you can download free of charge from [Adobe's website](#).

[Read more about Agreement IDs and security](#)

[Previous](#) [Proceed to accept](#)

- If the document is correct click on 'Proceed to accept', type in your password to Danske eBanking, and click on 'Ok'.
- When you get the 'Thank you for your signature' receipt, the dispute is finished.

Thank you for your signature

Processing of your card dispute

We have received your dispute regarding an error occurred when you try to withdraw cash from an ATM. Your case will be handled within 5 workingdays. We may contact you for further information during this process.

Access your agreement through eBanking

You can [view and print your agreement](#) whenever you like.