

You must complete the form electronically

I have ordered and paid for goods or services, but I have not received them

Before you raise a dispute, you must contact the merchant. This is often the quickest way to resolve a dispute. If it has not been possible to solve the matter with the merchant, then please complete this form.

It is important that you complete all the fields on this form and attach relevant documentation for the purchased goods or services.

After completing the form, please print it out and sign it.

You can choose to send it by post to:

Danske Bank
Fraud Management
Holmens Kanal 2-12
DK-1092 Copenhagen

Or, you can scan the signed form and send it as an attachment

- via a secure line through your eBanking, or
- by e-mail to: indsigelse@danskebank.dk

Please be aware, that when sending by e-mail, there is a risk that unauthorised parties can read and change the contents.

After receipt of your dispute, we will handle your case as soon as possible. It may also be necessary for us to contact you in connection with the handling of your case

Cardholder's details

Name of cardholder		Date of birth
E-mail address		
Telephone No. (Daytime)		Mobile No.
Reg. No.	Account No.	Last 4 digits of the card number

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Information from cardholder

What was ordered? (Detailed description: e.g. name / brand, model, quantity, colour, size, travel dates, and journey details)

Date when the product/service should have been delivered (DD-MM-YYYY) _____

Date when the merchant was contacted (DD-MM-YYYY) _____

How was the merchant contacted? E-mail Phone Homepage Letter

Other (describe) _____

What was the outcome of your contact with the merchant?

The merchant has not responded to the request

The merchant promised to deliver the goods (new delivery date) _____

The merchant promised to refund the amount / part of the amount (attach documentation)

Other (describe)

Please include the documentation that supports "What was ordered". For example, it can be an invoice, order confirmation, internet description or an e-mail that includes the following: product description, number, trade mark, model, colour, size, etc.

If there are other details/documents that may be relevant, please include them.

Customer affidavit

I solemnly declare that the information is correct. If the case is investigated by the police, I hereby consent to the Bank providing the police with any information they may require in connection with the case.

Date

Cardholder's signature