

Date_____

Dear UBA CFC,

My name is _____ and I would like to make a formal complaint about an/some unauthorized card transaction(s) on my account _____, which I did not initiate or perform.

My card details are:

Name on Card:

Card Number:

Expiry Date:

The fraudulent transaction(s) took place on _____.

The details of the terminal location and amounts debited are as follows:

Transaction Date	Amount Taken	Merchant Terminal Used/Transaction narration

On discovering this/these fraudulent transaction(s), I contacted CFC and requested that my card be blocked, as I did not initiate/authorize the transaction(s).

Please tick appropriately

- a. I was in possession of my card while the transaction(s) occurred
- b. My card was not in my possession when the transaction(s) occurred
- c. My card was blocked after complaining of the repudiated transaction(s)

☐
☐
☐

Please investigate this incident with a view to replacing my lost funds.

Thank you.

Signature & Date

Signature & Date