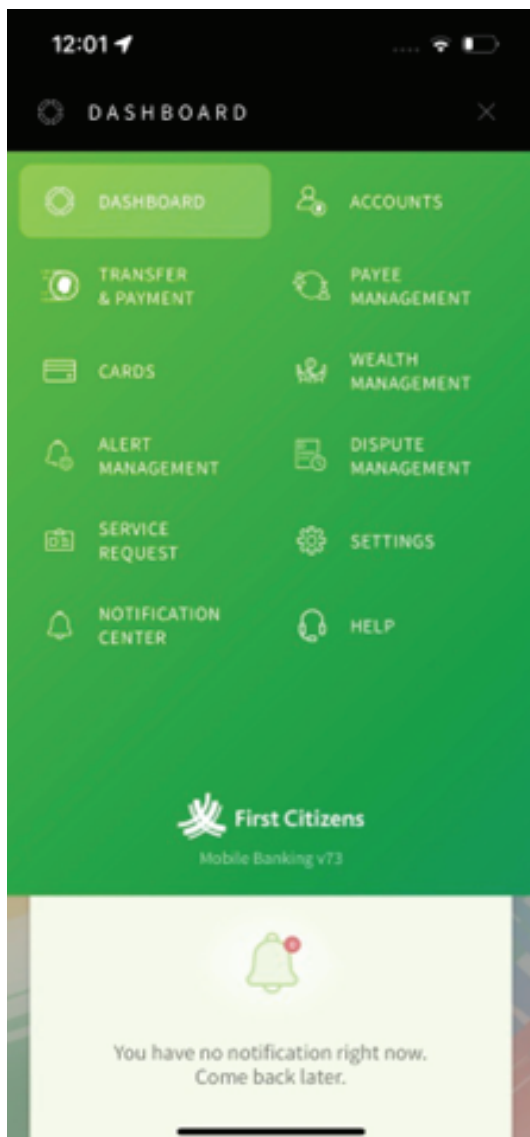


# HOW TO SUBMIT A CREDIT CARD DISPUTE

## via First Citizens Mobile Banking

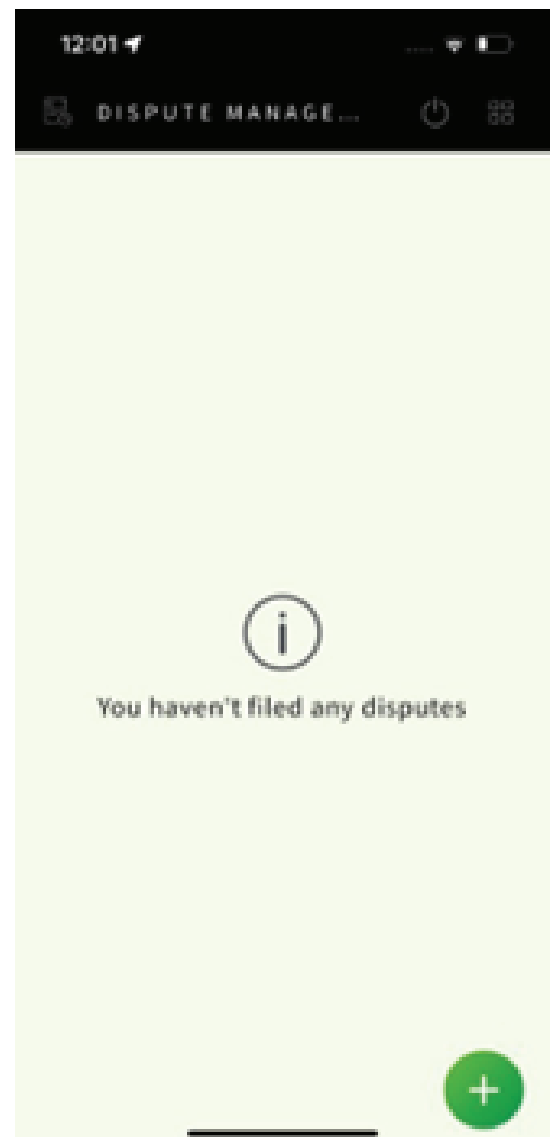
1

Click on the “**DASHBOARD**” icon located on the top right corner of your screen, then select the **DISPUTE MANAGEMENT** option



2

Click on the green “**Plus Sign**” to the bottom right corner of your screen



# HOW TO SUBMIT A CREDIT CARD DISPUTE

## via First Citizens Mobile Banking (cont'd)

3

Kindly ensure you have the relevant information at hand for each requirement listed below as they are mandatory for the transaction dispute.

12:03

← NEW DISPUTE

Kindly have the below details handy for raising a New Dispute

- Card Number
- Transaction Details
- Location of ATM/ Point of Sale
- Merchant Name
- Bank Name
- Supporting documents

CONTINUE

4

Select the **CREDIT CARD** option

12:03

← NEW DISPUTE

Dispute Type

SELECT DISPUTE TYPE

CREDIT CARD

DEBIT CARD

# HOW TO SUBMIT A CREDIT CARD DISPUTE

## via First Citizens Mobile Banking (cont'd)

5

Select the card number or  
enter manually

12:04

← NEW DISPUTE

Dispute Type Credit Card

Credit Card ...

SELECT CREDIT CARD NUMBER ENTER MANUALLY

VISA \*\*\*\* \* 9560

6

Enter the dollar value of the transaction  
amount being disputed

12:04

← NEW DISPUTE

Dispute Type Credit Card

Credit Card \*\*\*\* \* 9560

Transaction Amount ...

ENTER TRANSACTION AMOUNT

TTD →

# HOW TO SUBMIT A CREDIT CARD DISPUTE

## via First Citizens Mobile Banking (cont'd)

7

Select the date of Transaction

12:05

← NEW DISPUTE

Dispute Type Credit Card

Credit Card \*\*\*\* \* 9560

Transaction Amount TTD 700.00

Date of Transaction ...

SELECT DATE OF TRANSACTION

20 Apr 2024

8

Enter the name of the merchant  
or merchant website.  
For example, Digicel or www.digicel.com

12:05

← NEW DISPUTE

Dispute Type Credit Card

Credit Card \*\*\*\* \* 9560

Transaction Amount TTD 700.00

Date of Transaction 20 Apr 2024

Merchant Name / Website ...

ENTER MERCHANT NAME / WEBSITE

Digicel

# HOW TO SUBMIT A CREDIT CARD DISPUTE

## via First Citizens Mobile Banking (cont'd)

9

Enter the *Merchant* or *ATM location*, please note this screen is optional, select **“SKIP”** if you wish to move on to the other screen

4:15 90%

← NEW DISPUTE

Dispute Type Credit Card

Credit Card Entered Manually

Credit Card Type VISA

Credit Card Number 4006310000000000

Transaction Amount TTD 1.00

Date of Transaction 09 Oct 2024

Merchant Name / Website s

Merchant / ATM location ...

ENTER MERCHANT / ATM LOCATION (Optional) SKIP

→

10

Select the reason for the dispute transaction and click the **“PROCEED”** button

12:05

← NEW DISPUTE

SELECT OPTION

Maximum of only two reasons can be selected

☒ Goods Not Received

☐ Duplicate

☐ Unauthorized (fraud)

☐ Difference In Amounts

☐ Cash Not Received

☐ Credit Not Received

☐ Service Cancelled

☐ Paid by alternate means

PROCEED

# HOW TO SUBMIT A CREDIT CARD DISPUTE

## via First Citizens Mobile Banking (cont'd)

11

Select, the “DOCUMENT TYPE”

4:17 90%  
← NEW DISPUTE

Dispute Type Credit Card

Credit Card Entered Manually

Credit Card Type VISA

Credit Card Number 4006310000000000

Transaction Amount TTD 1.00

Date of Transaction 09 Oct 2024

Merchant Name / Website s

Merchant / ATM

SELECT DOCUMENT TYPE

- No supporting documentation available
- Return Date for the goods (after agreed date)
- Copy of the receipt

12

Review summary of the transaction dispute and click on the “**PROCEED**” button

If you wish, not to continue with the dispute, select icon. If you would like to edit the information previously selected, select the icon. If there is more than one dispute, select the plus sign.

12:09  
← NEW DISPUTE

\*\*\*\* \* 9560 VISA  
Credit Card

Digicel  
20 Apr 2024 TTD 700.00

CANCEL PROCEED

# HOW TO SUBMIT A CREDIT CARD DISPUTE

## via First Citizens Mobile Banking (cont'd)

13

**UPLOAD** images of the transaction, then click on the arrow

12:11

← NEW DISPUTE

Dispute Type Credit Card

Credit Card \*\*\*\* \* 9560

No of Transaction 1

Attachments ...

UPLOAD ATTACHMENTS

UPLOAD

*i* You can upload more than one document. PDF or JPEG formats are only supported. Documents can be maximum of 5MB size

→

14

**ENTER COMMENT** which is optional

12:13

← NEW DISPUTE

Dispute Type Credit Card

Credit Card \*\*\*\* \* 9560

No of Transaction 1

Attachments File Uploaded Success

Comment

ENTER COMMENT (Optional)

SKIP

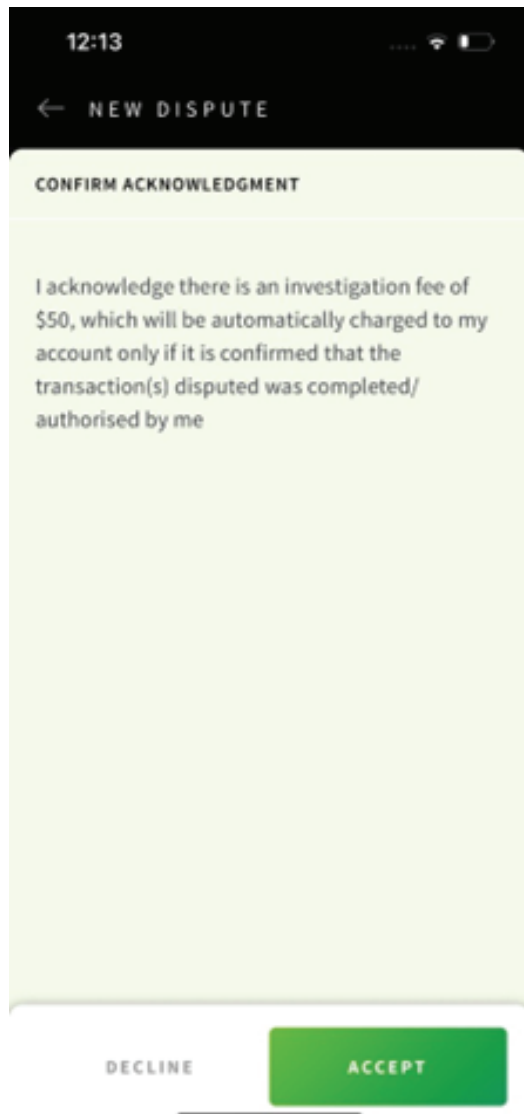
→

# HOW TO SUBMIT A CREDIT CARD DISPUTE

## via First Citizens Mobile Banking (cont'd)

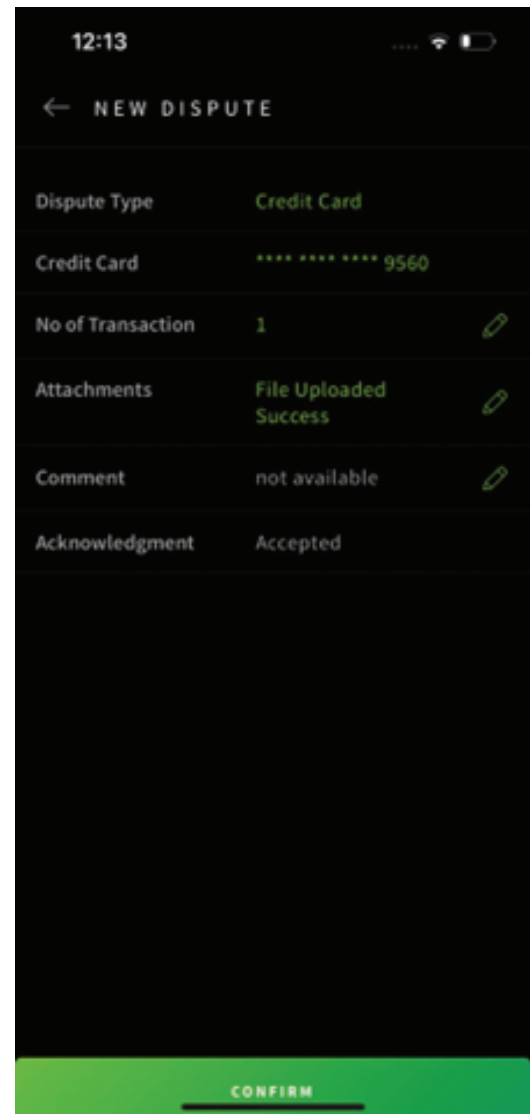
15

**CONFIRM ACKNOWLEDGEMENT** of your dispute by clicking the **“ACCEPT”** button



16

Click on the **“CONFIRM”** button





# HOW TO SUBMIT A CREDIT CARD DISPUTE

## via First Citizens Mobile Banking (cont'd)

Your dispute has been successfully completed.  
Once you click on the Dispute Management option on the Dashboard  
you will see a record of the dispute logged.

