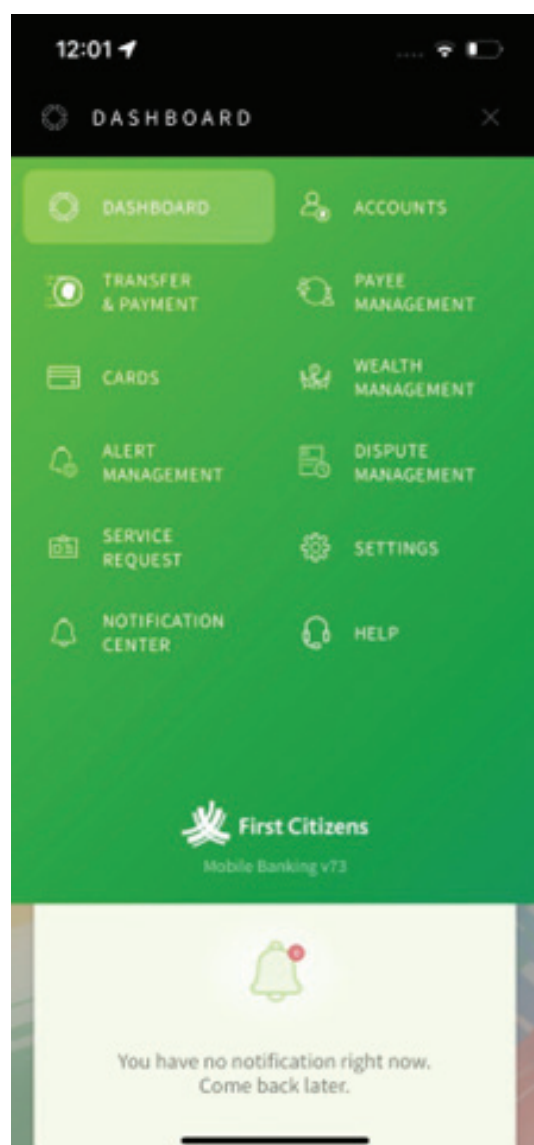


# HOW TO SUBMIT A DEBIT CARD DISPUTE

## via First Citizens Mobile Banking

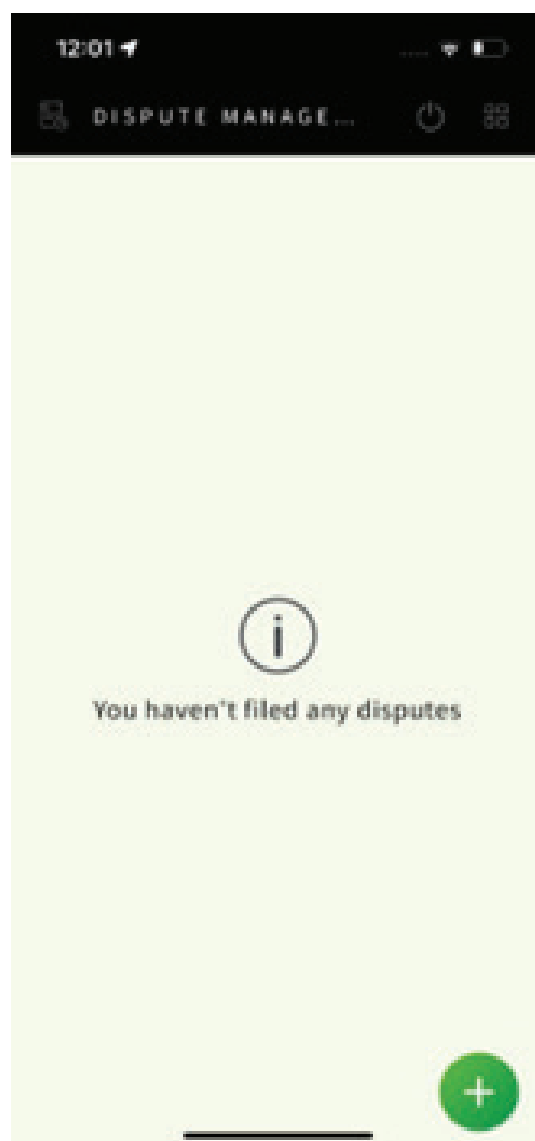
1

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 DEBIT 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 it is 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 “DEBIT CARD” option

12:03

← NEW DISPUTE

Dispute Type

SELECT DISPUTE TYPE

CREDIT CARD DEBIT CARD

# HOW TO SUBMIT A DEBIT CARD DISPUTE

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

5

Select the account number

7:44

← NEW DISPUTE

Dispute Type Debit Card

Account Number ...

SELECT ACCOUNT NUMBER

Savings \*\*\*\*\*1667

Savings \*\*\*\*\*2901

6

Select the card number or enter manually

7:44

← NEW DISPUTE

Dispute Type Debit Card

Account Number \*\*\*\*\*1667

Debit Card ...

SELECT DEBIT CARD ENTER MANUALLY

VISA \*\*\*\*\* 3927

VISA \*\*\*\*\* 3911

VISA \*\*\*\*\* 2020

# HOW TO SUBMIT A DEBIT CARD DISPUTE

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

7

Enter the dollar value of the transaction amount being disputed

7:44

← NEW DISPUTE

Dispute Type Debit Card

Account Number \*\*\*\*\*1667

Debit Card \*\*\*\* \* 3927

Transaction Amount ...

ENTER TRANSACTION AMOUNT

TTD 500

1 2 3  
4 5 6  
7 8 9  
0

8

Select the date of transaction

7:45

← NEW DISPUTE

Dispute Type Debit Card

Account Number \*\*\*\*\*1667

Debit Card \*\*\*\* \* 3927

Transaction Amount ...

SELECT START DATE

Month	Day	Year
June	8	2022
July	9	2023
August	10	2024
September	11	2025
October	12	2026

CANCEL CONFIRM

SELECT DATE OF TRANSACTION

10 Aug 2024

# HOW TO SUBMIT A DEBIT CARD DISPUTE

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

9

Enter Location of ATM or Point of Sale

7:45

← NEW DISPUTE

Dispute Type Debit Card

Account Number \*\*\*\*\*1667

Debit Card \*\*\*\* \* 3927

Transaction Amount TTD 500.00

ENTER LOCATION OF ATM / POINT OF SALE

Arima →

"Arima"

q w e r t y u i o p

a s d f g h j k l

z x c v b n m

123 space return

😊 🎤

10

Enter the name of the merchant or merchant website

7:48

← NEW DISPUTE

Dispute Type Debit Card

Account Number \*\*\*\*\*1667

Debit Card \*\*\*\* \* 3927

Transaction Amount TTD 500.00

ENTER MERCHANT NAME

ATM 0000 →

"0000"

1 2 3 4 5 6 7 8 9 0

- / : ; ( ) \$ & @ "

#+= . , ? ! ' <

ABC space return

😊 🎤

# HOW TO SUBMIT A DEBIT CARD DISPUTE

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

11

Enter the Acquirer's bank  
i.e. the bank of the merchant

7:49

← NEW DISPUTE

Dispute Type Debit Card

Account Number \*\*\*\*\*1667

Debit Card \*\*\*\* \* 3927

Transaction Amount TTD 500.00

ENTER BANK

RBC/RBL/BNS...

12

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

7:49

← NEW DISPUTE

SELECT OPTION

Maximum of only two reasons can be selected

☐ Unauthorized (Fraud)

☐ Difference in Amounts

☒ Cash Not Received

☐ Credit Not Received

☐ Service Cancelled

☐ Paid by alternate means

☐ Service not Received

PROCEED

# HOW TO SUBMIT A DEBIT CARD DISPUTE

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

13

Select, the “document type” to upload any supporting documents related to the dispute

7:50

← NEW DISPUTE

Dispute Type	Debit Card	
Account Number	*****1667	
Debit Card	**** * 3927	
Transaction Amount	TTD 500.00	
Date of Transaction	10 Aug 2024	
Location of ATM / Point of Sale	Arima	
Merchant Name	ATM 0000	

SELECT DOCUMENT TYPE

- Return Date for the goods (after agreed date)
- Copy of the receipt
- Date expected for Credit (supporting screenshot of email or chat with merchant)

14

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.

7:50

← NEW DISPUTE

\*\*\*\* \* 3927

Debit Card

ATM 0000 - Arima

10 Aug 2024 TTD 500.00

CANCEL PROCEED

# HOW TO SUBMIT A DEBIT CARD DISPUTE

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

15

Upload images of the transaction,  
then click on the arrow

The screenshot shows the 'NEW DISPUTE' screen with the following fields: Dispute Type (Debit Card), Account Number (\*\*\*\*\*1667), Debit Card (\*\*\*\* \* 3927), No of Transaction (1), and Attachments (...). Below the Attachments field is an 'UPLOAD ATTACHMENTS' section with an 'UPLOAD' button. A modal is open over the Attachments field, showing options: 'Select File', 'Take Photo', 'Photo Library', 'Document', and 'Cancel'.

The screenshot shows the 'NEW DISPUTE' screen with the same fields as above. The 'Attachments' field now shows a small image of a document. Below the 'Attachments' field is an 'UPLOAD ATTACHMENTS' section with an 'UPLOAD' button. A small arrow button is visible next to the 'Attachments' field.

16

Enter a comment,  
please note this is optional

The screenshot shows the 'NEW DISPUTE' screen with the same fields as above. The 'Attachments' field now shows 'File Uploaded Success'. Below the 'Attachments' field is an 'ENTER COMMENT (Optional)' section with a text input field and a 'SKIP' button.



# HOW TO SUBMIT A DEBIT CARD DISPUTE

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

17

Confirm acknowledgement of your dispute by clicking the **“ACCEPT”** button then click on the arrow

7:53

← NEW DISPUTE

CONFIRM ACKNOWLEDGMENT

I hereby certify/confirm that the information within this Dispute is to the best of my knowledge and belief, true, correct and complete.

DECLINE ACCEPT

18

Click on the “Confirm” button

7:53

← NEW DISPUTE

Dispute Type	Debit Card
Account Number	*****1667
Debit Card	**** * 3927
No of Transaction	1
Attachments	File Uploaded Success
Comment	not available
Acknowledgment	Accepted

CONFIRM

# HOW TO SUBMIT A DEBIT 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.

