



Important remarks

- Any disagreement with the merchant arising from this objection, including any related claims, have to be settled by the cardholder directly with the merchant according to the Subscriber Conditions PostFinance credit cards/prepaid cards.
- You can only lodge an appeal if you have objected to the relevant transaction within 30 days from the date of invoice in writing.
- Please complete this form in full and state the respective reason for the objection.
- Under certain circumstances it may also be necessary to submit supporting documents (e-mails, information on contacts with the point of acceptance, slips, etc.). Please enclose all available documents.
- You will receive a written acknowledgement of receipt and a case number from PostFinance. In case you need to submit additional documents for an existing case, please always indicate this case number.
- For security reasons, you will normally receive a reply by mail.
- In certain cases, clarifications may take up to several months, as PostFinance will have to contact the parties involved.

In case we any queries, please provide us with your contact details.

Phone private: _____ Phone work: _____

Mobile: _____ E-mail: _____

This form serves to object to transactions carried out wrongfully on PostFinance credit or prepaid cards. In case of loss or theft of a card, please contact us. A separate form is required for each transaction.

Transaction details

Card account*: _____

* Please enter the card account number (see credit card invoice or e-finance). E.g.: 8001 1234 5678

Credit card number**: _____ Amount: _____

Date of transaction: _____ Merchant: _____

** Please enter the last 4 digits of the card number.

I hereby confirm that

- I did not agree to this debit, neither in writing or orally, nor did I sign a corresponding slip or ever receive the relevant goods or service.
- my card has been debited several times for one purchase made by me.
- I did order the goods/services but have never received them. Furthermore, I have been in contact with the invoicing party on _____ in writing / by telephone to clarify this issue (see enclosed documents). Detailed description of goods/service: _____
- I returned the goods received on _____ but have not received a credit note for this (see enclosed proof of return of the goods).
- I cancelled the order on _____ but have not received a credit note (see enclosed proof of cancellation).
- I cancelled the reservation on _____ in writing / by telephone. The cancellation number is _____.
- I had cancelled the subscription on _____ (see enclosed copy of cancellation).
- I signed a slip to the amount of _____ but my card has been debited with the amount of _____ (see enclosed copy).
- the amount mentioned in the credit note has not been credited to my card account (see enclosed copy of the credit note).
- I selected an alternative method of payment to transfer the relevant amount (see enclosed proof of payment). Furthermore, I have been in contact with the invoicing party on _____ in writing / by telephone to clarify this issue (see enclosed documents).
- I did not receive any money from this cash withdrawal.
- I do not agree with the surcharge(s) to the amount of _____ for payment by credit card (see enclosed documents).
- Other reasons: _____

Furthermore, I confirm that I have not lost my card nor has it been stolen.

Name: _____ First name: _____

Date: _____ Signature: _____

Please send the form to the following address:

PostFinance Ltd
Card Center
Flughofstrasse 35
8152 Glattbrugg
Phone 0848 888 400