ATM Claims: Indemnity Form

citibank

Fax: +971 4 3150706

Date :_____ /_____ /_____
DD MM YYYY

To,

The Manager

CITIBANK N.A.

Dubai, UAE

_____
(Branch)

Office Telephone : _____

Mobile Number : _____

ATM Debit Card Number : | | | | | | | | | | | | | | | |

Dear Cardholder,

My account number _____ has been debited for an amount of AED _____

and this amount was not disbursed to me by _____

Bank ATM located at _____ on _____/_____ /_____.
DD MM YYYY

I hereby irrevocably undertake to indemnify and hold Citibank free and harmless against any loss, cost, action, expense, damage and/or liability whatsoever arising from an actual withdrawal of the same amount on the same day. I hereby authorize Citibank to debit my account(s) with the full amount of any such liabilities immediately. In case I do not maintain an account with Citibank, I undertake to pay any such liability immediately on demand of such payment.

Please tick appropriate reason for dispute:

☐ Not participated in or authorized the transaction. My card was in my possession at the time of the transaction.**

☐ Cash not dispensed

☐ Partial Disbursement

Comments, if any - _____

_____

Customer Name **Customer Signature**

_____ _____

**** Please call CitiPhone Banking at 04-3114000 to immediately report any unauthorized transaction(s) and block your card. Kindly note that it is the Cardmember's responsibility to ensure that Citiphone Banking is promptly informed in the manner specified herein. If the Bank does not receive such instructions, transactions on the card shall be deemed as Cardmember's liability.**

SMS will be sent on the mobile number available in the Bank's records to confirm the receipt of ATM claim Form.
Temporary Credit will be offered by the Bank at its sole discretion. The review for cash withdrawal claims will take up to 15 days for domestic transactions and up to 90 days for international transactions. If the dispute is in your favor, your account will be credited accordingly. If the transaction is deemed valid, you will be informed accordingly.