BANK OF CEYLON
Bankers to the Nation

Card Dispute Resolution Policy –Payments via VISA / MasterCard Channels
Bank of Ceylon

1.0 Scope

At Bank of Ceylon (the Bank), we pride ourselves in providing an excellent service and exceptional products to our customers. Sometimes, disputes may arise regarding transactions made using our cards. This policy outlines the procedure to resolve disputes related to payments performed via VISA/ Mastercard Channels efficiently and fairly. In addition, customer feedback is entertained with much perspective in providing excellent service to our customers and complaints received as an opportunity to improve the quality of the service.

In this policy "the Cardholder" means a person who has a credit or debit card issued by the Bank of Ceylon and "Acquirer" means a bank or company who provides devices or channels to accept the card transactions.

2.0 Categories of Disputes

a.) Unauthorized transactions
b.) Other Cardholder Disputes
   i) Duplicate transactions
   ii) Merchandise/ service not received
   iii) Not as described or defective merchandise/services
   iv) Credit/refund not processed
   v) Paid by cash/other card
c.) ATM cash withdrawal disputes

3.0 Initiating a Dispute

3.1 Card holder must immediately contact the call centre 1975 and arrange to stop/ deactivate the card in the event of suspicious nature of transaction/s or loss/stolen card and follow Dispute Resolution Procedure.

3.2 Cardholder must, notify the Bank regarding any disputed transactions promptly within 25 days from the transaction date by initiating the dispute as follows;

3.2.1 Over the Phone

- Contacting our Dispute Resolution Unit on working days (during 8.00 a.m. to 4.45 p.m.) via ☎+94112204765 / +94112204740/ +94112204736/ +94112204735/ +94112204728 OR
- Contacting our Contact centre representative through 1975 (24x7) together with the following details
  Name:
  NIC or Account Number:
  Amount/s of suspicious transaction:
  Reason for dispute:

3.2.2 In an event, Card holder wishes to inform the dispute in writing OR the Bank requires the Card holder to submit a formal written request as per the nature of the dispute, a Dispute Resolution Form is available in the Bank's official website (www.boc.lk) for easy reference of the Cardholder and the Cardholder may forward the completed Dispute Resolution Form along with the supporting documents to the relevant Branch or directly to Dispute Resolution Unit of the Bank.

Email : For Debit Cards : disputes@boc.lk
For Credit Cards : chargebk@boc.lk / cardrisk@boc.lk

Post: Dispute Resolution Unit, Bank of Ceylon, 22nd Floor, No.01, BOC Square, Colombo 01.

Dispute Resolution Form in Sinhala
Dispute Resolution Form in English
Dispute Resolution Form in Tamil

4.0 Investigation Process

4.1 Upon receipt of a dispute notification, the Bank will carry out an investigation of the dispute in accordance with the rules and regulations governed by respective payment schemes (VISA/MasterCard). The Bank will contact the Cardholder for additional information or documents required, if and when necessary.

4.2 The Bank may allow the Cardholder to use the exiting card unless the investigation is carried out regarding a fraud.

5.0 Resolution

5.1 Generally, the investigations may take 30-180 days for the completion.

5.2 Depending on the findings of the investigation, resolutions may include the followings;

5.2.1 If the Acquire does not raised any objection within 45 days from the date of initiation of the Dispute, the credit will be given to the credit card account of the relevant Credit Card or the current/savings account pertaining to the Debit card of the Cardholder.

5.2.2 If the Acquire challenges or rejects the Dispute, the case will be closed or escalated to the next stage by the bank as per the payment scheme guidelines and Card holder will be notified accordingly.

6.0 Responsibilities of the Cardholder

6.1 Each Cardholder shall provide accurate and timely information regarding the disputed transaction and cooperate with the Bank during the investigation process to facilitate a timely resolution.

6.2 Card holder (Credit/Debit) should ensure receipt of printed copy or soft copy of their monthly statements or update physical passbook or use of bank's digital solutions for the verification of transactions. Card holder is being found any discrepancies (card present or card not present transactions) should be notified to the Dispute Resolution Unit of the Card centre-within 25 calendar days from the transaction date.

7.0 General Information

7.1 Bank will guide and instruct the customer to obtain a new card if necessary.

7.2 Bank will initiate dispute case and claim the transaction values of the transactions in unauthorized nature similar as mention in section 3.0 . However, Bank has the right to reject the cases proven that Card holder has participated/abated/conspired to do so.

7.3 Bank reserves the right to grant temporary credit for disputed transaction/s of Credit cards and reverse the same with interest and fees if the said transaction/s is/are deemed to be a valid transaction/s. However, for debit card transaction disputes, the funds will be credited only after the investigation is completed.

7.4 The resolution which is in favour of the opposing bank due to providing of false details by the Cardholder, all processing and other fees incurred to the Bank will be recovered from the card holder.

7.5 The Bank is not responsible for the disputes with regards to quality of goods and services purchased/utilized by the cardholder from any merchant/financial institution.

7.6 Prior to formally informing Bank and regarding a dispute, Cardholder is requested to liaise with respective merchants. On inception, all correspondence with merchant should be presented to the bank for filing of dispute case.

7.7 The Card holder is liable for all E-commerce transactions performed through secured sites with or without the knowledge of the Card holder. (Example – OTP authenticated transactions).

7.8 The Bank will not acknowledge request for disputes, recurring e-commerce transactions Card holder has previously subscribed and the cardholder shall communicate with the Customer Service Unit/or the website for resolution. Prior to subscribing, the cardholder should read the terms and conditions stipulated in the service provider's website.

7.9 All credit & debit cards issued by the Bank of Ceylon are allowed for internet/online transactions. If any cardholder deems this facility is unnecessary, the Card holder can deactivate the facility making a written request to Electronic Banking Centre/Electronic Banking Unit of the Head Office.

7.10 Card holder should be vigilant on before exposing card credentials (card number, expiry date, PIN or the CVV -03-digit code on the reverse of the card), One Time

Password (OTP) to any form of e-mails (gifts, lotteries, prizes) posts on social media or any business schemes.

7.11 The Bank is not liable to refund any losses incurred due to exchange rate differences on subsequent refunds/reversals made by merchants for transactions performed by the Card holder.

7.12 Until the Bank receives effective notification on loss/stolen Credit/Debit Card, the principal Cardholder will be liable for all amounts debited to the card account. The chargeback right, cease to exist for lost or stolen cards.

7.13 This policy is subject to change depending on the prevailing Visa/MasterCard Rules & Regulations.

Contact Details

Chief Manager – Operations Credit Card Centre 22nd Floor Bank of Ceylon Colombo.	Manager – Risk Credit Card Centre 22nd Floor Bank of Ceylon Colombo.	Assistant Manager – Dispute Resolution Credit Card Centre 22nd Floor Bank of Ceylon Colombo.
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