

NPCI/NFS/OC No. 113/2014 - 15

April 11, 2014

To,

All the Members of National Financial Switch (NFS)

Dear Sir/Madam,

Subject: <u>Multiple Chargeback - Operating guidelines for addressing cash withdrawal dispute for multiple transactions done at ATM</u>

We refer to OC no. NPCI/NFS/OC No. 109/2013-14 dated February 25, 2014, on the above subject. The guidelines were operationalised with effect from March 1, 2014.

As per the guidelines, Acquiring bank should check the status of all the transactions provided in the dispute letter including the transaction for which chargeback is raised in DMS and address the chargebacks as per the process mentioned in OC 109.

While processing representment, either for one or more of the chargeback cases or for partial amount, Acquiring bank should provide the proof of cash dispense in the form of EJ or copy of JP for all the transactions listed in the dispute letter provided by the Issuing Bank along with three preceding and three succeeding transactions. In case the Acquiring bank fails to provide proper EJs or copy of JP for all the transactions provided in the dispute letter, Issuing bank shall have the right to raise pre-arbitration for the represented chargeback.

It is observed that in few cases Acquiring banks have rejected the pre-arbitration raised for incorrect representment and subsequently processed credit adjustment for the failed transaction. However, the penalty amount payable to the customer for the delay is not credited to the Issuing Bank. If such cases are reported by Issuing banks, NPCI will facilitate the Issuing Bank to collect the penalty amount payable to the customer from the Acquiring bank through settlement process.

For chargebacks raised as per the guidelines mentioned in OC 109, Acquiring bank can represent the chargeback if credit adjustment has already been raised for all the unsuccessful transactions. While representing the chargeback, Acquiring bank should provide the RRNs of transactions for which credit adjustment is raised in the 'Bankadjref' field. The syntax shall be "CR.ADJ-DDMMYY-RRN1, RRN2, RRN3" where 'DDMMYY' shall be the date of credit adjustment and 'RRN1, RRN2, RRN3' are the RRN's of the failed transactions.

On

सी-9, 8वी मंजिल आरबीआई प्रिमायसेस बान्द्रा-कुर्ला कॉम्प्लेक्स बान्द्रा पूर्व मुंबई - 400 051

C-9, 8th Floor RBI Premises Bandra-Kurla Complex Bandra East Mumbai 400 051 Page **1** of **2** दूरभाषा / Phone: 022 2657 3150 फैक्स / Fax: 022 2657 1001 ई-मेल / email: contact@npci.org.in वेबसाईट / Website: www.npci.org.in



Please note that Issuing bank can upload the dispute letter either in word or excel format, enclosed herewith for ready reference.

We request banks to make note of the above instructions and also adhere to the guidelines provided in the OC 109.

For any queries or clarification, please contact:

- 1. Avinash Kunnoth, NFS Operations, E-mail ID avinash.kunnoth@npci.org.in; Mobile 8879772725.
- 2. Abhay Parekh, NFS Operations, E-mail ID. abhay.parekh@npci.org.in; Mobile 8879772794.

Yours faithfully,

Ram Sundaresan Head – NFS

Encl. - Dispute Letter format

Annexure [Dispute Letter format] Ref OC-109 Dated: 25-Feb-2014

From:	Date:					
We are in receipt of complaint from our customer for cash withdrawal transaction done at your Bank's ATM. The details are given below for your ready reference. Card Number :	From:		(issuing bank)	To:		(acquiring Bank)
The details are given below for your ready reference. Card Number [To be masked, only first 6 and last 4 digits should be in clear text, rest of the digits should be replaced by * or X] ATM ID Date of transaction Details of Complaints Total Amount Requested/Debited [A] [Total of all the transactions settled at NFS and for which credit adjustment is not received] Total Amount Disputed (complaint) by Customer [C = A-B] Details of transactions done by the customer [Settled at NFS and for which credit adjustment or later reversal is not received Sr. No. RRN / Transaction No. Transaction Amount (Rs.) TOTAL Amount (Rs.) [Should match with 'A' above] Details of Chargebacks Raised: Date of Chargebacks (Adj.):	Dear Sir/Ma	adam,				
Total Amount (Rs.) Canal Last 4 digits should be in clear text, rest of the digits should be replaced by * or X				cash withdrawal trans	action done a	at your Bank's ATM.
Details of Complaints Total Amount Requested/Debited [A] :		· ·	s should be in clear	text, rest of the digits sl	ould be replac	ced by * or X]
Total Amount Requested/Debited [A] :	ATM ID	:		Date of transaction	:	
Total Amount Received by Customer [B] : Amount Disputed (complaint) by Customer [C = A-B] : Details of transactions done by the customer [Settled at NFS and for which credit adjustment or later reversal is not received. Sr. No. RRN / Transaction No. Transaction Amount (Rs.) Transaction Amount (Rs.) TOTAL Amount (Rs.) [Should match with 'A' above] Details of Chargebacks Raised: Date of Chargebacks (Adj.):	Car San Fac Co	Wester At the Contraction	and for which cre	: dit adjustment is not red	ceived]	
Details of transactions done by the customer [Settled at NFS and for which credit adjustment or later reversal is not received. Sr. No. RRN / Transaction No. Transaction Amount (Rs.) TOTAL Amount (Rs.) [Should match with 'A' above] Details of Chargebacks Raised: Date of Chargebacks (Adj.):						
Sr. No. RRN / Transaction No. Transaction Amount (Rs.) TOTAL Amount (Rs.) [Should match with 'A' above] Details of Chargebacks Raised: Date of Chargebacks (Adj.):	Amount Dis	puted (complaint) by Cust	omer [C = A-B]	:		
TOTAL Amount (Rs.) [Should match with 'A' above] Details of Chargebacks Raised: Date of Chargebacks (Adj.):	Details of tr	ansactions done by the cu	stomer [Settled at	t NFS and for which cred	it adjustment o	or later reversal is not received]
Details of Chargebacks Raised: Date of Chargebacks (Adj.):	Sr. No.	RRN / Transaction No.		Transaction Amo	unt (Rs.)	
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Details of Chargebacks Raised: Date of Chargebacks (Adj.):						
Details of Chargebacks Raised: Date of Chargebacks (Adj.):						
	TOTAL Am	ount (Rs.) [Should m	natch with 'A' abov	re]		
Sr. No. RRN / Transaction No. Bank Adjustment Reference Chargeback Amount (Rs.)	Details of Cl	hargebacks Raised:	D	ate of Chargebacks (A	dj.):	
	Sr. No.	RRN / Transaction No.	Bank Adjustme	ent Reference	Chargebac	k Amount (Rs.)
TOTAL Amount (Rs.) [Should match with 'C' above]	TOTAL Am	ount (Rs.)	[Shoul	d match with 'C' above]		

	Annexure: [Dispute Letter format] Ref OC-109						
	Date (Chargeback Dt.):						
	From (Issuing Bank):						
	To (Acquiring Bank):						
	Details of Complaints			Amount (Rs.)			
	Total Amount Requested/Debited		[A]				
	Total Amount Received by Customer		[8]				
	Amount Disputed (complaint) by Customer		[C = A-B]				
Sr. No.	Card No. (To be masked, only first 6 and last 4 digits should be in clear text, rest of the digits should be replaced by * or X)	be same for ons)	Transaction Date all (DD-MMM-YY format) [Should be same date for all txns]	RRN / Transaction No.	Transaction Amount (Rs.) [Amount to be mentioned in 2 decimal]	Transaction Amount (Rs.) [Amount to be mentioned [mentioned while raising chargeback] in 2 decimal]	Chargeback Amount (Rs.) [Amount to be mentioned in 2 decimal]
			Total Transction Amount	(A)		Total chargeback Amount (C)	
	Note: Total chargeback amount should be equal to the disputed (complaint) amount. For transactions where chargeback is not raised, please mention 'NA'	il to the disputed (complaint) an	nount. For transactions where chargebac	k is not raised, please mention	NA'		