RCS - Fraud Department

DISPUTE DECLARATION FORM

Did you know logging a false claim and completing an affidavit or declaration under false pretences is a criminal offence?

DECLARATION, I declare that the statements I am about to make will be true to the best of my knowledge and belief and I make them in the knowledge that if they are used as evidence in any court proceedings I will be liable for prosecution if I have wilfully stated anything which I know to be false or which I do not believe to be true.

Tel: 021 597 4970 Email AllDisputes@rcsgroup.co.za

COMPLAINANTS SURNAME & INITIALS: _____ DATE: _____

ID NUMBER: | | | | | | | | | | | | | |

ID BOOK ISSUE DATE: | | | | | | | | | | | **YYYY / MM / DD**

ACC / CARD NO.: | | | | | | | | | | | | | | | | | | | |

HOME TEL. NO.: ( ) WORK TEL. NO. ( )

E-mail adress: **Cell Number:**

I am a client of RCS Cards (Pty) Ltd ("RCS") and am the lawful Account and card holder of the above recorded RCS Card Number	**Yes** ☐	**No** ☐
I have reported my ID document as lost or stolen with SAPS	**Yes** ☐	**No** ☐

Your dispute is as a result of one of the following (tick the appropriate block)?

1. **I did not open the Account** ☐
2. **My account card was Lost** ☐ **3. or Stolen** ☐
4. **I did not authorise the below Online Transactions** ☐
5. **I have my card in my possession and did not authorise the below transactions** ☐

Nature of Incident:

In order for RCS to complete our investigation we require you to email us copies of the following:

1. Copy of your ID	2. Copy of your RCS Card (Back and front)	3. Three sample signatures	4.Affidavit confirming ID is lost/stolen, if reported to SAPS

DETAILS OF DISPUTED TRANSACTIONS (If whole account is fraudulent do not complete below)

DATE OF PURCHASES	STORE OF PURCHASE	TRANSACTION AMOUNT

*Please add any additional transactions in a separate sheet

SIGNED AT: _____ **DATE:** ____/____/____

FULL SIGNATURE: _____ **WITNESS:** _____

Please indicate if the RCS Group could list you on a external Fraud database SAFPS (South African Fraud Prevention Services) for your protection and to prevent any further losses against your identity
Would you like to be listed YES ☐ **NO** ☐ **Intitial:** _____
Tel: +27(0)11 867 2234
Email: safps@safps.org.za