



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

At Bank of Ceylon, we pride ourselves in providing an excellent service and exceptional products to our customers. Customer feedback is entertained with much perspective in providing quality service to our customers and complaints received as an opportunity to improve quality.

The purpose of this Policy is to make our cardholders aware of the dispute resolution process related to payments performed via VISA / MasterCard Channels.

- We take care to solve dispute transactions promptly without any delay, very often working along with you. The turnaround time may vary, however you will be kept informed throughout our exploration. Currently we are resolving dispute transactions informed within 25 calendar days from the transaction invoiced date.
- Complaints are to be made directly to the Dispute Resolution Unit via ☎ +94112204765 / +94112204703 together with the following details –
  - Name & Account Number
  - Amount of Transaction of suspected error
  - Reason for dispute
- Submission of dispute in writing within 5 working days along with supporting documents if any, via e-mail [chargebk@boc.lk / cardrisk@boc.lk or facsimile [+94112389129] message [mode convenient to cardholder. Bank will contact cardholder for additional information or documents required, if and when necessary.
- Investigation of dispute is carried out in accordance to the rules and regulations governed by respective authorities / payment channels. The findings in investigation are confidential and if the case is to be referred for pre-arbitration / arbitration for resolution / decision, it may take additional days.
- Bank reserves the right to grant temporary credit for disputed transaction/s and reverse same with interest if the aforesaid transaction/s is/are deemed to be a valid transaction/s.
- Retrieval of Transaction slip from acquiring bank for 'NOT ON US' transaction, the retrieval cost will be charged per transaction from the cardholder as and when applicable.
- If the decision is granted in favour of the acquiring bank, on providing false details by the cardholder, processing fees and other penalties imposed by the governing bodies is to be boned by the cardholder.

### Transaction Disputes – Card Present

For hassle free speedy response, prior to formally informing bank on dispute, cardholders are requested to liaise with respective merchants. On inception, all correspondence with merchant should be presented to the bank for filing of dispute case.

The quality of goods and services purchased by the cardholder from any merchant / financial institution is not the responsibility of the bank.

### E-Commerce Transaction Disputes [Card not Present]

Cardholder should refrain from providing details of the card to unsecured websites or third parties to maintain due diligence on processing of e-commerce transactions.

The bank will not be chargeback recurring e-commerce transactions originated from previously subscribed websites. The cardholder has to contact the Customer Service Unit/or the website for resolution.

Prior to subscribing, the cardholder should read the terms and conditions stipulated in the service providers website.

Identification of genuine or suspicious/fake websites is the responsibility of the cardholder.

Any notification via SMS or e-mail or any other mode, the cardholder should inform the Risk Unit of the BOC Card Centre immediately.

On receipt of notification for unauthorized attempt to the card account, the cardholder should replace the Card immediately.

### Loss of Credit Card

Until the bank receives effective notification on loss / stolen Credit 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.

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

### Contact Details

Chief Manager – Operations  
Credit Card Centre  
Bank of Ceylon  
Colombo.

Assistant Manager – Risk  
Credit Card Centre  
Bank of Ceylon  
Colombo.

Executive Officer – Dispute Resolution  
Credit Card Centre  
Bank of Ceylon  
Colombo.

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