SOCIETE GENERALE

Dear client,

You wish to dispute one / several execution order(s) (single operation or remittances). Please fill in carefully the whole set of sections as well as appendixes to allow us to provide you with a quick reply to your request. A final notice is available at the end of this kit to help you to fill in it.

Company name*

_____

Telephone number**: _____ and/or **e-mail address****: _____

Address of company's headquarters: _____

Postal code: _____ **City:** _____ **Country:** _____

IBAN*

_____

Please tick the box corresponding to your situation*:

☐ **YOU DECLARE BEING AT THE ORIGIN of credit transfer, but you are disputing the debit** ➔ *Please fill in Appendix 1* only.*

☐ **YOU DISPUTE and DECLARE AT HONOR not being at the origin of the transaction** ➔ *Please fill in Appendix 2* only.*

Please be aware that the Bank might file a lawsuit, if necessary. In this regard, you authorize the Bank to use the information provided in the current kit.

This first page and the appendix concerning your situation must be sent, duly filled in and signed, to your assigned Cash Management Client Service Officer by email. To ease the treatment of your request, please attach all requested documents. Your request will be processed only when the Bank has the whole set of requested information and documents.

Signature of account authorized representative # 1 (*According to signature rights recorded at the Bank*) **	Signature of account authorized representative # 2 (*According to signature rights recorded at the Bank*) **

* Compulsory data
** Please fill in at least one of the requested data

APPENDIX 1

We DECLARE BEING AT THE ORIGIN of credit transfer(s) identified below in table "Details of credit transfer" but we DISPUTE THE DEBIT.

Company name*
_____

Please tick the box corresponding to your situation*:

☐ **Our account has been debited several times, but we shared only one payment instruction.**

☐ **The amount debited to our account corresponds to**_____
while the actual amount of the operation was_____

☐ **Our account has been debited, but we had asked the Bank to cancel the payment instruction of the operation within the authorized timeframe.**
We enclose:
- The copy of the cancellation request

☐ **Our account was debited on** *(DD/MM/YYYY)* **instead of** *(DD/MM/YYYY)*.

☐ **Other**
Detailed declaration of the reasons for reimbursement claim*
_____
_____
_____
_____

* Compulsory data
** Please fill in at least one of the requested data

APPENDIX 1

We DECLARE BEING AT THE ORIGIN of credit transfer(s) identified below in table "Details of credit transfer" but we DISPUTE THE DEBIT.

Channel employed for the transmission of disputed order*:

- ☐ **Web Banking** (Internet / Mobile / Tablet)
- ☐ **Host-to-Host**
- ☐ **Paper** ➜ please attach the copy (Letter, Email or Fax) of the execution order

DETAILS OF CREDIT TRANSFER ORDER(S) in case of SINGLE operation (1)				
Date of the operation*	Beneficiary Family Name & Name or Company name* + beneficiary IBAN * + beneficiary Bank (BIC or name)*	Transaction reference as per bank account statement*	Currency *	Amount *
DD/MM/YYY				

DETAILS OF CREDIT TRANSFER ORDER(S) in case of REMITTANCE				
Date of the remittance*	Currency*	Amount *	Number of operations	Reference of the remittance as per bank account statement
DD/MM/YYY				

To ease the treatment of your request, please enclose all requested documents (if any) + any other written proof that can support your declaration.

Signature of account authorized representative # 1 (*According to signature rights recorded at the Bank*) **	Signature of account authorized representative # 2 (*According to signature rights recorded at the Bank*) **

* Compulsory data
** Please fill in at least one of the requested data

APPENDIX 2

**We DECLARE NOT BEING AT THE ORIGIN OF THE OPERATION DEBITED ON OUR
ACCOUNT and identified below in table "Details of credit transfer".**

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Company name****
_____

WE DISPUTE and DECLARE AT HONOR not having given the payment order for the operation identified in the table below "Details of credit transfer order(s)". In case of false declaration, please be aware that the Bank might file a lawsuit.

DETAILS OF CREDIT TRANSFER ORDER(S) in case of **SINGLE** operation **(1)**				
Date of the operation*	Beneficiary Family Name & Name or Company name* + beneficiary IBAN * + beneficiary Bank (BIC or name)*	Transaction reference as per bank account statement*	Currency *	Amount *
DD/MM/YYY				

DETAILS OF CREDIT TRANSFE ORDER(S) in case of **REMITTANCE**				
Date of the remittance*	Currency*	Amount *	Number of operations	Reference of the remittance as per bank account statement
DD/MM/YYY				

To ease the treatment of your request, please enclose all requested documents (if any) + any other written proof that can support your declaration.

Signature of account authorized representative # 1 (_According to signature rights recorded at the Bank_) **	Signature of account authorized representative # 2 (_According to signature rights recorded at the Bank_) **

* Compulsory data
** Please fill in at least one of the requested data

NOTICE

(1) It is possible to claim a reimbursement for several credit transfers / execution orders. In this case, please indicate in table "Details of credit transfer order(s)" the whole set of claimed operations + reason of reimbursement claim for any of them.

* Compulsory data
** Please fill in at least one of the requested data