

DIAMOND CASH



Fax Transmission

Attention: Fax no: Subject: Card no: No of Pages:	Date:
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Dear *(client)*,

We hereby acknowledge receipt of your transaction dispute notice, received on *(date)* and advise that a fraud docket has been opened to process all fraudulent charges related to your abovementioned Diamond Cash Card.

We want to use this opportunity to highlight the following ad hoc procedures:

- A new Diamond Cash Card has been distributed to your Employer and the current balance of your card has been transferred to the new Card.
- Should the conclusion of the fraud investigation be in your favour your new Diamond Cash Card will be reimbursed with the disputed transaction/s.
- However, should investigations reveal that the transaction/s in question was/were authorised by the cardholder or that negligence *(with reference to the Terms and Conditions of the Diamond Cash Card)* occurred, that the fees associated with disputes and chargebacks be debited to your new Diamond Cash Card.
- The South African Police Service requires an affidavit for investigation and prosecuting purposes. Attached please find an affidavit for your completion and signatures.
- Kindly fax the completed document to 011 319 7260

We apologise for any inconvenience this incident has caused you and thank you for your continued and valued support.

Yours sincerely

Diamond Cash Team