



### UnityMobile Arbitration Form

Customer's mobile number on UnityMobile Platform

Customer's NUBAN a/c

Customer's Name.....Customer's Signature.....

Date     
Day Month Year

### Fund Transfer Failed to Credit Beneficiary a/c

Beneficiary a/c & bank: A/C  Bank.....

Transaction amount  Transaction Date     
Day Month Year

Originating Branch Code

### Bill Payment Failed to Give Value

Merchant e.g. dstv,mytv

Smartcard Number

Transaction amount  Transaction Date     
Day Month Year

**Note:** if you mistakenly made payment using wrong smart card number, the first thing is to write Multichoice through [dstv@nigeria.multichoice.co.za](mailto:dstv@nigeria.multichoice.co.za) and copy [unitymobile@unitybankng.com](mailto:unitymobile@unitybankng.com) Give all the details above plus wrong & correct smart card number. Unity Bank cannot do anything until multichoice respond.

### Top-Up (Complains On Failed Top-up must be after 24hours)

Mobile carrier (e.g. MTN, GLO, AIRTEL)  Transaction amount

If third party purchase, state destination number     
Transaction Date Day Month Year

**Note:** if subscriber supplies a destination number not meant for a network (for example choosing GLO on the list of networks but mistakenly supplies MTN number) such subscriber should write to [unitymobile@unitybankng.com](mailto:unitymobile@unitybankng.com) stating every detail of the failed top-up.

### For Official Use Only

Transaction ID: Fund Transfer Failed to Credit Beneficiary a/c  Bill Payment Failed to Give Value  Failed Complains On Top-up

CSO: ID number  Signature.....BSM: ID number  Signature.....