



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 and copy 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

Transaction Date
Day Month Year

If third party purchase, state destination number

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 stating every detail of the failed top-up.