



STAY COMPLIANT WITH CBSL REGULATIONS

As per CBSL regulations, Merchant Discount Rates (MDR) cannot be passed on to customers under any circumstance.

- If an MDR is charged and a dispute is raised, a chargeback will be initiated, debiting the merchant and crediting the cardmember.
- If the charged amount differs from the final invoice, the merchant must refund the difference to the cardmember, even if a surcharge was communicated earlier.

For assistance, contact Nations Trust Bank at

 **0114-414140**

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