CARDHOLDER TRANSACTION DISPUTE FORM

instructions:

In order for us to investigate your dispute:

American Express® Dollar Cards, Cathay Pacific

& Platinum Credit Cards:

Tel. No.: 81-417

Fax No.: 857-2430



- 1. The CUSTOMER INFORMATION and TRANSACTION DISPUTE DETAILS should be complete and legibly filled out.
- 2. Please **check one** category which **best** describes your dispute and enclose all supporting **documents**.
- 3. Please complete one form for each disputed transaction if dispute types are different in nature.
- 4. Your duly filled out signed form must reach us through fax or mail within 60 days from posting date.

		CUSTOME	R INFORMA	TION			
Customer Name (Last, Fi	rst, M.I.)	303131121					
Card No.				Email Addre	ss		
Tel. No.		Mobile No.		·	Fax No.		
		TRANSACTION	N DISPUTE [DETAILS			
TRANSACTION DATE POST DATE		MERCHANT NAM	MERCHANT NAME		CTION AMOUNT (Php)	TRANSACTION AMOUNT (Foreign)	
UNAUTHO		CANCELLED MEMBERSHIP / SUBSCRIPTION					
I did not indicated a transaction of purchase	(v	I have cancelled the subscription / membership / policy (encircle one) on// (dd/mm/yy) yet the charge was billed to my credit card. Enclose is a proof of my cancellation with the merchant .					
DUPLICA*	DUPLICATE BILLING			INCORRECT AMOUNT			
I have been authorized amount of	V	I made a transaction amounting to However, I was charged for I am disputing the difference of Enclosed is the copy of the sales slip.					
PAID BY OTHER MEANS				UNDISPENSED CASH ADVANCE			
I used anot check, or o of payment	b	I attempted to withdraw cash thru (name of bank) ATM located at (Area, City) on/ (dd/mm/yy), however no cash was dispensed. Enclosed is a copy of the ATM Slip.					
NON-REC	F	REFUND / CREDIT NOT PROCESSED					
I ordered th and expect Enclosed is		I have not received my refund from the merchant. Enclosed is a copy of my credit voucher.					
DEFECTIVE	DEFECTIVE / RETURNED / NOT AS DESCRIBED MERCHANDISE			OTHERS			
The item t agreed wit item(s) last of return/c my claim.	a	Please provide with a complete description of the dispute along with your attempted resolution with the merchant. Enclosed any documentation that support your claim.					
		TERMS AN	ID CONDITION	ONS			
 All transaction repo You will be advised If the dispute was p non-payment of the 	orted beyond 60 days from the of the final disposition via let broven to be invalid, the dispute disputed transaction(s).	e posting date will be temporarily credit e posting date will no longer be accomi ter or call out within 90 calendar days fi ted transaction will be debited back to above is true to the best of my kn	modated and will be rom receipt of the tr your statement of ac	considered true, a ansaction dispute t	ccurate and binding upor form.	n you.	
	Signature	Over Printed Name	_		Date	-	
Customer Contact Center Numbers:				Mailing Address:			

Mailing Address:

MasterCard, Visa, JCB, UnionPay, American Express* Gold,

Green and Blue Credit cards:

Tel. No.: 631-8000
Fax No.: 702-6881 or 702-6882

Mailing Address:

Service Fulfillment Unit

Credit Cards and Personal Loans

17/F BDO Corporate Center Ortigas

12 ADB Avenue, Ortigas Center

Mandaluyong City 1550