

Case No.

Date

Card Number

Cardholder's Name

Telephone / Fax Number

Transaction Dispute Details

Date	Amount	ATM Branch / Merchant Name	Remarks

My account was debited for transaction/s above and hereby files a dispute for reason/s hereunder:

- I attempted to withdraw cash, but:
 - No money was dispensed
 - Only partial money was dispensed
 - Money was retracted
- I attempted to purchase via POS / internet but was unsuccessful / voided. I can't contact the merchant
- I already paid the above transaction/s through:
 - Cash Another card
 - Check Others _____
- I only had a single transaction, however I was charged for more than one.
- I have not received refund / credit not processed due to returned item or cancelled transaction.
 - Attached is my void receipt / credit voucher / proof of return
- Others, please specify
 - _____
 - _____
 - _____

Cardholder's Signature

Date

Customer Service Officer

Date

I certify that the facts were obtained from my discussion with the cardholder and that the facts are accurate to the best of my knowledge.