CARDHOLDER TRANSACTION DISPUTE FORM



Instructions:

In order for us to investigate your dispute:

- 1. The CUSTOMER INFORMATION and TRANSACTION 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 transactions if dispute types are different in nature.

 4. Your duly filled-out signed form must reach us through email within 60 days from posting date.

Send to callcenter@bdo.com.ph

Customer Name (Last, Firs										
	,,									
Card No.						Email Address				
el. No.				Mobile N).					
RANSACTION	DISPUTE DETAILS									
TRANSACTION DATE POST DATE MERCHANT NAME					TRANSACTION AMOUNT TRANSACTION AMOUNT (Php) (Foreign)					
					(Fig.)					
	DDIZED TRANSACTION				CAI	NCELLE	MEMBEDSHID / SIIRS	CPIPTION		
UNAUTHORIZED TRANSACTION I did not authorize or participate in the transaction(s) indicated					CANCELLED MEMBERSHIP / SUBSCRIPTION I have cancelled the subscription / membership / policy					
above or authorize anyone to engage in the transaction(s) and my card was in my possession at the time of purchase.				(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.				
DUPLICATE BILLING I have been billed more than once for the same transaction. I authorized only one charge with this merchant for the amount ofon/(dd/mm/yy).				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 another form of payment for this transaction(s) (cash,					I attempted to withdraw cash thru (name of					
	check, or other credit card). Enclosed is a copy of the proof of payment.					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	NON-RECEIPT OF MERCHANDISE					REFUND / CREDIT NOT PROCESSED				
an expected	I ordered the merchandise on/(dd/mm/yy) with an expected delivery date on/ (dd/mm/yy). Enclosed is a copy of my order form.					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 that I purchased did not conform to what was agreed with the merchant or was defective. I returned the					Please provide a complete description of the dispute along with your attempted resolution with the merchant. Enclose				
	item(s) last/(dd/mm/yy). Enclosed is the proof of return/credit voucher and documentation that supports my claim.				any documentation that supports your claim.					
mportant Remind	er:			1						
	sputing an airline ticke is ongoing. Please con			rmed that	elate	ed trave l	booking may be pla	aced on hold or cancelled		
ERMS AND CO										
credit will be appli All transactions re You will be advise	reported within 60 days from ed within 5 days upon receip ported beyond 60 days from d of the final disposition via a s proven to be valid, it will be	t of the signed transa the posting date will letter, SMS or call ou	ction dispute fo no longer be ac at within 90 cal	orm and supp ecommodated endar days fro	orting and v om rec	documen vill be cor	tation, as applicable. sidered true, accurate and			
ard Present is a type of transacti Secured is an internet transacti	tion in which physical presence of the car on authenticated by our 3D Secure Facility	dholder was established.								
hereby affirm tha	t the information furnis	hed above is true	to the best	of my knov	ledg	e.				
	Signature O	ver Printed Name		-			Date	_		