Request for Investigation

MISPOSTED & UNPOSTED PAYMENT



Instructions:

In order for us to investigate your dispute:

- 1. The CUSTOMER INFORMATION and PAYMENT DETAILS should be complete and legibly filled out.
- 2. Please check one category which best describes your concern and enclose all supporting documents.
- 3. Please complete one form for each payment dispute if they are different in nature.
- 4. Your duly filled and signed form must reach us through email at callcenter@bdo.com.ph

Yc

	CUSTON	MER INFORM	IATIO	N	
tomer Name (Last, First, M.I.)					
d No.				Email Address	
No.		Mobile	No.		
		MENT DETA	ILS		
PAYMENT DATE		PAYMENT CHANNEL (bank, branch, online, payment center, etc.)			
☐ UNPOSTED PAYMENT					
Payment was not posted	in my account				
MISPOSTED PAYMENT					
Payment was posted in r	my PESO ACCOUNT instead of my I	DOLLAR ACCOL	JNT. E	nclosed is a copy of n	ny proof of payment.
Payment was posted in r	my DOLLAR ACCOUNT instead of m	nv PESO ACCOL	JNT. E	nclosed is a copy of n	ny proof of payment.
		.,			
Payment was posted to another credit card number Enclosed is a copy of my proof of payment.					
Enclosed is a copy of my	proof of payment.				
OTHERS					
Please print this form and provide a complete description of the dispute along with your attempted resolution for the payment dispute.					
Enclose any documentat	tion that may support your claim.				
ereby affirm that the information	n furnished above is true to the best	of my knowledg	je.		
Si		Date			
Mailing Address					
Service Fulfillment Unit, Credit Cards and F	Personal Loans				

12 ADB Avenue, Ortigas Center, Mandaluyong City 1554