

## 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 fax or mail as stated below

## Note:

Your request will be processed within 5 working days upon receipt of the required deocuments.

CUSTOMER INFORMATION		
Customer Name (Last, First, M.I)		
Card No. Email Address		
Table Assistance		Fou Ma
Tel. No. Mobil	e INO.	Fax No.
PAYMENT DETAILS		
Payment Date	Payment Channel (Bank, branch, online, payment center, etc.)	Amount Paid
Unposted Payment Payment was not posted in my account		
Misposted Payment		
Payment was posted in my PESO ACCOUNT instead of my DOLLAR ACCOUNT. Enclosed is a copy of my proof of payment		
Payment was posted in my DOLLAR ACCOUNT instead of the PESO ACCOUNT. Enclosed is a copy of my proof of payment.		
Payment was posted to another credit card number		
Others  Please print this form and provide a complete description of the dispute along with your attempted resolution for the payment dispute.  Enclose any documentation that may support your claim.		
I hereby affirm that the information furnished above is true to the best of my knowledge.		
Signature Over Printed Nar	me	Date

Customer Service Hotline Numbers:

Amex Dollar Cards, Cathay Pacific & Platinum Credit Cards:

Tel. No.: 81-417 Fax No. 857-2430 MasterCard, Visa, JCB, UnionPay, AMEX Gold, Green and

Blue Credit Cards: Tel. No.: 631-8000

**Fax No.** 702-6881 or 702-6882

Mailing Address:

c/o Service Fulfillment Unit

5th floor JMT Corporate Condominium

27 ADB Ave, Oritgas Center, Pasig City 1605