

Case No. _____

Card Number	Date
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 - ☐ Money was retracted
- ☐ Others, please specify: _____
- ☐ 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:
Attached is my receipt / proof of payment.
- ☐ Cash
 - ☐ Check
 - ☐ Another Card
 - ☐ 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

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.