

In order for us to investigate your dispute:

1. The CARDHOLDER INFORMATION and TRANSACTION DISPUTE 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 transaction if dispute type is different in nature.

Cardholder Information

Cardholder Name (Last, First, Middle Name)

Card Number	Account Number		
Branch of Account / Card Issuing Branch/Unit	Home Address		
Landline	Mobile Number	Fax Number	Email Address

Transaction Dispute Details

Transaction Date	Posting Date	Transaction Type	Total Amount of Dispute	Remarks

NOTE: ALL ADDITIONAL INFORMATION MAY BE WRITTEN AT THE BACK OF THIS FORM

Type of Dispute

Unauthorized Transactions

- Unauthorized ATM Withdrawal
- Unauthorized ATM Fund Transfer
- Unauthorized ATM Bills Payment
- Unauthorized Point-of-Sale (POS) Transaction
- Unauthorized Online Purchase Transaction/ Card-Not-Present Transaction
- Unauthorized ATM Prepaid Mobile Reload Transaction

Other Transactions

- Undispensed ATM Withdrawal
- Purchase via POS/ internet but was unsuccessful/ voided
- Paid the transaction/s through attached receipt/ proof of payment
 - Cash
 - Check
 - Another Card
 - Others _____

- Single transaction but charged for more than one
- Refund/ credit not processed due to returned item or cancelled transaction with attached document
 - Void Receipt/ Credit Voucher/ Proof of Return
- Others, please specify: _____

Terms and Conditions

All disputed transactions are subject to investigation. For disputed transaction beyond 60 days from transaction date, please attach a letter indicating reason why the transactions were not immediately reported to the Bank.

Cardholder's Signature over Printed Name / Date

Deed of Release and Quitclaim (applicable if unauthorized transaction only)

In the event that BDO, upon merit of its investigation and findings and its commitment to its depositors in general and solely as a sign of goodwill / liberality, is willing to credit the indicated account for the disputed amount or the equivalent amount based on BDO's investigation, the Undersigned hereby agrees to receive and accept from BDO, and shall be deemed to have received and accepted from BDO upon credit to the indicated account the total amount credited as and by way of full and final settlement of the disputed transaction and any other claims arising from the above-stated incidents.

In consideration of the receipt of the credited amount, the Undersigned hereby expressly and absolutely agrees to indemnify and hereby releases and discharges and by these presents, does forever discharge BDO, its subsidiaries, affiliates and their respective stockholders, directors, officers, employees, agents, representatives, assigns and successors, from any and all manner of action or actions, cause or causes of action, suits, claims and/or demands whatsoever in law or in equity which the Undersigned, may now have or in the future claim to have BDO incidental to, or by reason of, or arising out of or in connection with the claim or in any other claims with BDO under the same circumstances, the intention being to completely and finally release BDO its subsidiaries, affiliates and their respective stockholders, directors, officers, employees, agents, representatives, assigns and successors, from any and all liabilities arising from or incidental to the Claim contemplated above. If any action, complaint, suit or claim has been filed by the Undersigned against BDO, its directors, officers employees or authorized representatives with any court, tribunal, office, department, agency, authority or administrative body arising from or in connection with the Claim, the Undersigned shall cause the withdrawal and/or dismissal with prejudice of such action, complaint, suit or claim. Any and all taxes arising from the execution and implementation of this Deed and the payment of the subject amount hereunder shall be for the account of and paid for by the Undersigned.

The Undersigned hereby undertakes to keep and maintain in strict confidentiality the circumstances, events and incidents relating to the claim and the foregoing Deed, including the terms of this Deed and any discussion made relating to the foregoing. Accordingly, the Undersigned shall not disclose the same (in whole or in part) to any third party or entity including without limitation, media entities, social networking sites and internet blogs without the prior written consent of BDO. Furthermore, the Undersigned shall immediately remove or delete at his/her own cost and instance, without need of notice or demand from BDO, any and all past discussions, posts, or other writings relating to the Claim and the foregoing Deed, that he or she has made in any social networking sites, websites, internet blogs, and any other media sites or other forms of communication, including those made and/or posted prior to the execution of this Deed. The Undersigned agrees and hereby consents that BDO, at its option, may cause the deletion or taking down of any such discussions, posts or other writings relating to the Claim and this Deed at the expense of the Undersigned, without need of further act and deed. The Undersigned undertakes to indemnify BDO for and any all damages that may be sustained by BDO in connection with the failure of the Undersigned to comply with his/her obligations or agreement under the foregoing Deed.

This Deed of Release and Quitclaim shall be binding upon the Undersigned, his/her heirs, assigns, successors-in-interest, administrator, and legal representatives. The confidentiality and indemnification undertakings of the Undersigned under this Deed shall be continuing and shall survive the termination or cancellation of this Deed.

The Undersigned hereby affirms that all the information furnished above is true to the best of my knowledge.

Cardholder's Signature over Printed Name / Date

Notarization

REPUBLIC OF THE PHILIPPINES)

_____) S.S.

BEFORE ME, a Notary Public, for and in the above-mentioned jurisdiction, on this day of _____ at _____, personally appeared the following who have satisfactorily proven to me their identity through the following Competent Evidence of Identity: _____

and who represented to me that (i) the foregoing Deed of Release and Quitclaim written is integrally complete; (ii) the signature appearing in the foregoing Deed was voluntarily affixed by the above-mentioned individual for the purposes stated in the foregoing Deed, and who declared that she has executed the foregoing Deed as her free and voluntary act and deed; and (iii) she avows under penalty of law to the whole truth of the contents of the foregoing Deed. This instrument refers to a Deed of Release and Quitclaim consisting of one (1) page.

WITNESS MY HAND AND NOTARIAL SEAL on the date and at the place first above-written.

Doc. No. ____;
Page No. ____;
Book No. ____;
Series of 201_

NOTARY PUBLIC