

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 no./s indicated below** or email at **callcenter@bdo.com.ph**

Note:

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

CUSTOMER INFORMATION

Customer Name (Last, First, M.I.)

Card No.		Email Address
Tel. No.	Mobile No.	Fax No.

PAYMENT DETAILS

PAYMENT DATE	PAYMENT CHANNEL <small>(bank, branch, online, payment center, etc.)</small>	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 my **PESO ACCOUNT**. Enclosed is a copy of my **proof of payment**.
- Payment was posted to another credit card number . 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 documentation that may support your claim.

I hereby affirm that the information furnished above is true to the best of my knowledge.

<hr style="width: 80%; margin: 0 auto;"/> <p>Signature Over Printed Name</p>	<hr style="width: 80%; margin: 0 auto;"/> <p>Date</p>
--	---

Customer Contact Center Fax Numbers: World Elite Mastercard, American Express Dollar Cards, Titanium Mastercard, Platinum Credit Cards (Mastercard, Visa, JCB, American Express), Cathay Pacific, UnionPay and Diners Club Credit Cards Fax No.: 857-2430	Classic and Gold Credit Cards (Mastercard, Visa, JCB), American Express Gold , Green , and Blue Credit Cards: Fax No.: 702-6881 or 702-6882	Mailing Address: Service Fulfillment Unit Credit Cards and Personal Loans 17/F BDO Corporate Center Ortigas 12 ADB Avenue, Ortigas Center Mandaluyong City 1554
---	--	---