## CARDHOLDER TRANSACTION DISPUTE FORM



Inst	ru	ct	0	ns:

In order for us to investigate your dispute:

1	The CUSTOMER INFORMATION and TRANSACTION DISPUTE DETAILS should be complete and legibly	filled out
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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 types are different in nature.
- 4. Your duly filled out signed form must reach us through fax or email within 60 days from posting date.

Send to: Fax No.: 702-6881 or 702-7882 Email Address: callcenter@bdo.com.ph

CUSTOMER INFORMATION										
Customer Name (Last, First, M.I.)										
Card No.				Email Address						
Tel. No. Mobile No.			Fax No.							
TRANSACTION DISPUTE DETAILS										
TRANSACTION DATE	NSACTION DATE POST DATE MERCHANT NAME			TRANSACTION AMOUNT TRANSACTION (Php) (Foreig						
UNAUTHORIZED TRANSACTION         I did not authorize or participate in the transaction(s) indicated above or authorize anyone to engage in the transaction(s) and my card was in my possession at the time of purchase.         DUPLICATE BILLING         I have been billed more than once for the same transaction. I authorized only one charge with this merchant for the amount of on / (dd/mm/yy).			<ul> <li>CANCELLED MEMBERSHIP / SUBSCRIPTION         <ul> <li>I have cancelled the subscription / membership / policy (encircle one) on/ (dd/mm/yy) yet the charge was billed to my credit card. Enclose is a proof of my cancellation with the merchant.</li> <li>INCORRECT AMOUNT</li></ul></li></ul>							
PAID BY OTHER MEANS         I used another form of payment for this transaction(s) (cash, check, or other credit card). Enclosed is a copy of the proof of payment.			UNDISPENSED CASH ADVANCE I attempted to withdraw cash thru (name of bank)ATM located at(Area, City) on/(dd/mm/yy), however no cash was dispensed. Enclosed is a copy of the ATM Slip.							
NON-RECEIPT	CEIPT OF MERCHANDISE REFUND / CREDIT NOT PROCESSED			SED						
I ordered the merchandise on/ (mm/dd/yy) with an expected delivery date on/ (dd/mm/yy). Enclosed is a <b>copy of my order form.</b>			I have not received my refund from the merchant. Enclosed is a copy of my <b>credit voucher.</b>							
DEFECTIVE / RI	DEFECTIVE / RETURNED / NOT AS DESCRIBED MERCHANDISE			OTHERS						
agreed with the item(s) last	I purchased did not c e merchant or was def // (dd/mm/yy). : voucher and docume	ective. I returned the Enclosed is the <b>proof</b>	N N	ease provide a complete description of the dispute along th your attempted resolution with the merchant. Enclose y documentation that supports your claim.						

## **Important Reminder:**

In case you are disputing an airline ticket transaction, please be informed that related **travel booking may be placed on hold or cancelled** while investigation is ongoing. Please contact your airline directly.

## **TERMS AND CONDITIONS**

1. Only transactions reported within 60 days from its posting date will be accommodated. A temporary credit will be applied within 5 days upon receipt of the signed transaction dispute form and additional supporting documentation, as applicable.

- 2. All transactions reported beyond 60 days from the posting date will no longer be accommodated and will be considered true, accurate and binding upon you.
- 3. You will be advised of the final disposition via a letter, SMS or call out within 90 calendar days from receipt of the transaction dispute form.
- 4. If the transaction is proven to be valid, it will be billed back to you inclusive of related finance charges.

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

Signature Over Printed Name

Date