

To: The Officer in Charge
Credit Cards & Personal Financing (ECO)
Robinson Road
P. O. Box 0088
Singapore 900138

Customer Hotline Number: +65 6333 6666

Cardholder Name:

Credit Card No.: - - -

No.	Merchant Name	Transaction Date	Amount (SGD)
1.			
2.			
3.			
4.			
5.			

Please tick ✓ one category that best describe your reason for disputing the transaction(s).

- I did not authorize or participate in the above transaction(s) and the card was in my possession at time of the said transaction(s).
- I did authorize and participate in the transaction for SGD at (merchant) but did not participate in the other transactions(s) and my card was in my possession at time of the other transactions(s).
- I had only authorized one transaction. The above transactions(s) is/are duplicate(s)
- I have notified the merchant to cancel the recurring membership/subscription on (date). Enclosed is the merchant acknowledgement on the cancellation.
- The same transaction(s) was/were paid by other means. Enclosed is my proof of payment.
- I have cancelled the hotel reservation. Enclosed is the hotel's cancellation confirmation.
- I have not received the merchandise and the expected date of delivery was Enclosed is the confirmation stating the expected date of delivery.
- I would like to request a copy of the sales draft for own reference and understand a retrieval fee of SGD\$5.00 is applicable.
- My Credit Card was lost/stolen on (date) and at (time). Enclosed is the police report for reference.
- Others (Please provide additional information)

I hereby confirm that the above informations are true and accurate. I acknowledge and agree that I am bound by the terms and conditions of CIMB Bank's Cardmember's agreement. I agree to bear the retrieval fee of S\$5.00 each if transactions are found to be genuine.

Signature of Cardholder

Name as per NRIC/Passport:

NRIC/Passport No.:

Contact No.:

Date:

Note: Please return the completed form to us within 14 days from the statement date of the disputed transaction.