

CARDHOLDER'S STATEMENT OF DISPUTE

Date _____

Cardholder Name : _____

Visa/Mastercard No : _____

I have examined my Credit/Debit Card Statement of account and I would like to dispute the following transaction(s):-

Transaction Date	Merchant Name	Amount (RM)
1.		
2.		
3.		
4.		
5.		

(Please check the category[s] that describe the reason for disputing the transaction[s])

- I confirmed that the transaction(s) billed was/were not authorized by me and my card was in my possession and control at the time of the said transaction(s).
- I confirmed that the transaction(s) billed was/were not authorized by me and my card was **NOT** in my possession and control at the time of the said transaction(s).
- I have been billed more than once for the same transaction.
- I have paid in full for the transaction(s) by cash/cheque/other credit card (attached a copy of the Cash Receipt/Sales Voucher).
- I did not receive credit for the enclosed credit voucher.
- The amount of the sales draft has been wrongly charged. The correct amount should be _____ instead of _____. Enclosed is my copy of the sales draft prior to the alteration.
- I have yet to receive the merchandise/service for the above transaction. The expected delivery/service date was _____.
- I have notified the merchant to cancel my monthly/yearly subscription on _____ and since then my account has been charged _____ times. Enclosed please find the cancellation letter.
- I would like to request sales draft for my reference.
- I participated in only ONE transaction of the above merchant location, but did not engage nor authorize the above transaction and my card was in my possession and control as the time of the questioned transaction.
- I cancelled my hotel reservation on _____ (DD/MM/YY) at _____ am/pm
- I do not recognize the transaction (please tick accordingly) () Merchant Name () Merchant Location
() Transaction Date () Others: _____
- Others _____

I make this solemn declaration conscientiously believing the same true and without prejudice to any party

(Signature)
Identity Card No (New/Old) : _____
Telephone (Office/House/Handphone) : _____
Email Add : _____

EFFECTIVE 1 APR 2015, there will be a microfilm copy charge of RM20 (subject to Government Tax, if applicable) each for Visa/MasterCard should the transaction(s) proved to be authorized by the Cardholder. The Bank will debit the transaction(s) together with the interest if it is found to be your transaction(s).

Updated 01/06/2018