

To : Customer Service, **Maybankard Centre****DISPUTE ON CREDIT CARD TRANSACTION(S)**

Name																																								
Old IC Number																					New IC Number																			
Old Card Number																																								
New Card Number																																								

I/We hereby dispute the following transaction(s) (list charges individually below, or attach billing statement and indicate the disputed items) :-

NO	TRANSACTION DESCRIPTION	STMT DATE	TRXN DATE	AMOUNT (RM)
	TOTAL			

Reason(s) for dispute and enclose supporting document(s) which are available :-

<input type="checkbox"/>	I/We request a Sales Draft copy for reference (A fee of RM5.00 will be levied).
<input type="checkbox"/>	The above charge(s) was/were neither made nor authorised by me/supplementary cardholder. The card was in my /supplementary cardholder's possession as the time of the above transaction.
<input type="checkbox"/>	I/We participated _____ (times) transaction(s) amounting to _____ but was/were billed _____ (amount) for _____ times.
<input type="checkbox"/>	Amount charged differs. I/We authorised _____ (amount) but amount debited was _____ (amount). * Proof of payment enclosed
<input type="checkbox"/>	I/We has/have paid the charge by cash/cheque/other credit card. ** Proof of payment (by other means) enclosed .
<input type="checkbox"/>	I/We have not received the merchandise/service for the transaction billed above. The expected delivery of merchandise/service was _____ (mm/dd/yy). * Proof of sales invoice with date of delivery enclosed
<input type="checkbox"/>	I/We have cancelled the above transaction on _____ (date). * Proof of cancellation is enclosed .
<input type="checkbox"/>	Credit voucher issued by the merchant was not posted into my/supplementary cardholder's account. Copy enclosed.
<input type="checkbox"/>	I/We cancelled the reservation with the above hotel on _____ (mm/dd/yy) and the cancellation code is _____. * Proof of cancellation is enclosed

Others (please specify) _____

Signed : Principal Tel/Fax: Date :	Declaration : (a) I/We did not use the above MAYBANK Credit Card for the listed transaction(s). (b) I/We neither made nor authorised the listed transaction(s). (c) I/We did not receive any benefit or value from this transaction(s). (d) I/We did not receive the merchandise/services for the above listed transaction(s) (e) I/We understand that MAYBANK investigates fraudulent/unauthorised credit card usage and may refer the matter to the appropriate law enforcement authorities.
Supplementary Tel/Fax: Date :	Note : For speedy processing, we would appreciate it if the form is duly signed and enclosed with all required proof