

TRANSACTION DISPUTE FORM

If you require any information to be updated by the Bank, please fill in and submit the Customer Information Update Form.					
➤ CARDHOLDER DETAILS					
Please (✓) tick where applicable					
☐ Debit Card Transaction ☐ Credit Card Transaction					
Cardholder Name New NRIC / Passport no.					
		Contact no.			
Card / Account No. E-mail Address					
			<u> </u>		
➤ DETAILS OF DISPUTED TRANSACTION(S)					
No.	Merchant Name	Transaction Date	Amount (RM)	Reference Number (ARN)*	
1					
2					
3					
4					
5					
*The Reference Number (ARN) can be found in your itemised statement.					
Please tick (✓) the best description(s) for your disputed transaction(s).					
1. I certify that the above charge was neither made nor authorized by me or my					
	supplementary cardholder				
2.	I have been double charged triple charged.				
3.	I participated in only ONE transaction at the above merchant location but did not engage nor authorize the above transaction and my card and pin was in my possession and control at the time of the questioned transaction.				
4.	The enclosed credit voucher has not been applied to my account.				
5.	I have paid for this transaction by other means and enclose my proof of payment.				
6.	My card was lost/stolen during the unauthorized transaction on date Note: Please provide the police report for Bank's reference.			and time .	
7.	7. Others, please specify				
TO DECLIFE TO DE CALLES DE CET.					
➤ REQUEST FOR SALES DRAFT					
I would like to request a copy of the sales draft of the above transaction(s). I understand that there are additional charges levied to my account. [RM 14.15]					
_	e enclosed the following documents	☐ Broof of payment (if applicable)	ov of police report (if applicable)	
	opy of statement showing disputed transaction(s)	Proof of payment (by of police report (if applicable)	
Important Note: Please complete, sign and return this completed form to the Bank within 14 days from receipt of statement. Please enclose statements and any documents relating to the disputed charge(s). Investigation of disputes can take up to 12 weeks. A sales draft retrieval fee of RM14.15 will be charged to your account above if the disputed transaction(s) are found to be genuine. (Excludes Islamic Credit Cards) If you would like to check on the status of your dispute, please call the number at the back of your card. You may mail-in your completed form to: CIMB BANK BERHAD / CIMB ISLAMIC BANK BERHAD Customer Resolution Unit (CRU) P.O. Box 10338 Level 2, GPO Kuala Lumpur 50710 Wilayah Persekutuan OR Fax your completed form to +603 2381 7198					
	Alternatively, you may also visit our branches. Please to refer to our CIMB Bank website for the nearest branch.				
Cardl	nolder Signature				

Date

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