

DISPUTE FORM

Cardholder's Signature

*PLEASE COMPLETE THE FORM IN BLOCK/CAPITAL LETTERS

MASTER	RCARD							VISA						/E							OTHERS										
CARDHOLDER'S NAME:																															
CARD NU (The first six last four digi	digits and th	е								X	X	X	X	X		X	X	X	X]						
ACCOUN	IT NUMBE	R													MOBILE		ENU	IUMBER													
EMAIL:																															
	e option th	at be	est ex	plain	s yc	ur c	dispu	ute:						, ,																	
Reason (Code MC	POS/WEB										Please tick	е					ide ado				other	r thar	n thos	e sele	cted	n the				
62	37	I have neither executed nor authorized the following transaction (POS)									\neg	LICK		left in relation to the transactions.																	
83	37	I have neither executed nor authorized the following transaction (WEB)																													
71	08	The transaction was declined/error occured									+																				
80	31	The amount on the transaction receipt has been altered by the merchant.									\dagger			_																	
82	34	I have been charged more than once for a single transaction																													
85	60	I have not been credited with the value of the credit voucher issued to me. Enclosed is a copy of the voucher.(Please allow the merchant at least 7days to post the credit before you submit this dispute form)																													
30	55	I have not received the (Goods/Merchandise/ Services) that I have ordered on my Visa Account. I am enclosing a copy of the voucher/copy of the ticket representing the services.																													
86	31	The amount of the transaction has been paid byEnclosed is a copy of the voucher showing the method of payment.																													
41	41	l ha	ve can	celled t	he pa	ayme	yment but was still charged							1																	
57	63	Fraudulent Multiple Transaction(s) (if all transactions occurred at the same merchant outlet)												1																	
73	08	The	e card h	nas exp	ired.									1	RESOLUTION TIMELINES:																
74	42	Lat	Late Presentment											1	Domestic Transactions: ATM: - 3 days effective from the date of complaint																
		ATM												1	POS: - 5 days effective from the date of complaint.																
90	59	l re	I did not receive the requested ATM cash amount I received a portion of the requested ATM cash amount (state amount received from ATM) ₩										International transactions: ATM – 45 days POS/WEB* – 75 days *In case of non-compliance by the Merchant, another 30 days will be required													ired fo	or				
62	63	I did not carry out the disputed ATM transaction												arbitration for International transactions.																	
82	34	The ATM cash was processed more than once												1																	
Below are the transaction details:																															
Transaction Date (DD/N	Transaction Amount										mount nt Debi			Merchant									eval Reference er (RRN)*					Reason Code			
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*RRN is the 12 digit number appearing on your statement or confirm from the Customer Care Officer/Contact Center Agent.

I confirm that the information above is genuine and I would be responsible for any irregularities in the information provided to the bank. I would appreciate it if you could investigate this and credit my account.

Date