

Case No.

Date JUL 15, 2018

Card Number

5210 6903 2954 5571

Cardholder's Name

JILLIAN O ESPEJO

Telephone / Fax Number

682 71 38

Transaction Dispute Details

Date	Amount	ATM Branch / Merchant Name	Remarks
JUL 2 2018	4659.66 PHP	Kasukawa Yakyu Rakuten Ichiba Ten	Charged in JPY, Mastercard

My account was debited for transaction/s above and hereby files a dispute for reason/s hereunder:

- ☐ I attempted to withdraw cash, but:
- ☐ No money was dispensed
 - ☐ Only partial money was dispensed
 - ☐ Money was retracted
- ☐ I attempted to purchase via POS / internet but was unsuccessful / voided. I can't contact the merchant
- ☐ I already paid the above transaction/s through:
Attached is my receipt / proof of payment.
- ☐ Cash ☐ Another card
 - ☐ Check ☐ Others _____
- ☐ I only had a single transaction, however I was charged for more than one.
- ☒ I have not received refund / credit not processed due to returned item or cancelled transaction.
- ☒ Attached is my void receipt / credit voucher / proof of return
- ☐ Others, please specify _____


Espejo, Jill

JUL 15, 2018

Cardholder's Signature

Date

Customer Service Officer

Date

I certify that the facts were obtained from my discussion with the cardholder and that the facts are accurate to the best of my knowledge.