

Dispute Reason:

- Transactions NOT recognized. (required Clarification)
- Unauthorized Transaction
- Decline Transaction
- Cancelled Recurring Transaction
- Cancelled Merchandise/Services
- Incorrect amount billed
- Incorrect currency
- Incorrect transaction code
- Duplicate Transactions
- Credit not processed. (Question need to answer:)

– The Transaction Processing Date: _____

– The date on the Credit Transaction Receipt: _____
(required attached a copy of credit Receipt)

Paid By Other Means (Question need to answer)

Paid cash
(required attached copy of cash)

Use card for another bank
(required attached copy of cash)

ATM Cash – cash not Dispensed from the ATM

ATM Cash deposited / Partly deposit – Amount Deposited in the ATM but the amount not Credited
(Question need to answer)

– Account Type: Current

Saving account

– Card type: Credit card

Debit card

Prepaid card

Salary card

– Total amount deposited:

– Any note return back from ATM:

Amount Debited, the Goods or Services are not Received

(Ensure Before initiate a Dispute, the Cardholder must attempt to resolve the dispute with the Merchant)
(Question need to answer)

– What was purchased or Services: _____

– Who canceled the goods / service?

The merchant

The cardholder

– Did the card holder submit a request to cancel the good or service Before the date of delivery?

Yes

No

– Provide us the Transaction Date, & the date the services were expected or the delivery date for the merchandise
is not specified date of expected receipt: _____

– Was the merchandise returned? Yes

No

(If yes: Date of merchandise returned (required attached a copy of receipt for Q-post))

– Was the service/ order cancelled from merchant side?

Yes

No

– Did the cardholder attempt to resolve with the merchant?

Yes

No

(required attached a copy of corresponding letter / emails if available)

Other Reasons: _____

(any dispute case not cover above reason code)