

CARDHOLDER'S STATEMENT OF DISPUTE

Cardholder Name : _____

Debit Card Number : _____

I have examined my Debit Card Statement of account and I would like to dispute the following transaction(s):-

| Merchant Name | Transaction Date (DD/MM/YY) | Amount (FCY) | Amount (SGD) |
|---------------|-----------------------------|--------------|--------------|
| 1. | | | |
| 2. | | | |
| 3. | | | |

(Please check the category[s] that describe the reason for disputing the transaction[s])

- I confirmed that the transaction(s) billed was/were not authorized by me and my card was in my possession and control at the time of the said transaction(s).
- I confirmed that the transaction(s) billed was/were not authorized by me and my card was **NOT** in my possession and control at the time of the said transaction(s).
- I have been billed more than once for the same transaction.
- I have paid in full for the transaction(s) by cash/cheque/another card. I have attached a copy of the Receipt/Sales Charge slip).
- I did not receive credit for the enclosed credit voucher.
- The amount of the sales draft has been wrongly charged. The correct amount should be _____ instead of _____. Enclosed is my copy of the sales draft prior to the alteration.
- I have yet to receive the merchandise/service for the above transaction. The expected delivery/service date was _____.
- I have notified the merchant to cancel my monthly/yearly subscription on _____ and since then my account has been charged _____ times. Enclosed please find the cancellation letter.
- I would like to request sales draft for my reference.
- I participated in only ONE transaction of the above merchant location, but did not engage nor authorize the above transaction and my card was in my possession and control as the time of the questioned transaction.
- I canceled my hotel reservation on _____ (DD/MM/YY) at _____ am/pm
- I do not recognize the transaction (please tick accordingly) () Merchant Name () Merchant Location
() Transaction Date () Others: _____
- Others _____

**I make this solemn declaration conscientiously believing the same true and without prejudice to any party.
I understand that the bank cannot guarantee the recovery of the disputed amount which is determined by, but not limited to, the outcome of the investigation by the merchant processing bank and/or rules and regulations of the Card Association.
I hereby authorise the bank to disclose my personal and/or contact details to the merchant processing bank for the purpose of resolving this dispute.**

A sales draft retrieval fee of S\$5 (S\$5.35 inclusive of GST) will be charged if the disputed transaction is found to be authorised by you. You agree that the Bank will debit the fee from your account.

Cardholder's Signature and Date

Cardholder Contact Number : _____ Email : _____