

To: **CARD OPERATIONS**
 Fax: 03- 2692 1561
 Tel: 1 300 88 5000

NAME ON CARD: _____

CARD NUMBER: _____

No	Transaction Date	Merchant Name	Amount [RM]

I am disputing the above transaction(s) because:-

- I did participate in the transaction for RM _____ at _____ but I did NOT participate in the other transaction(s) and my card was in my possession at all times.
- The transaction(s) was/were paid by cash/cheque/another card. Enclosed is a copy of the proof of my payment.
- I have advised the merchant to cancel my recurring debit instruction but my account is still being charged. Enclosed is a copy of my cancellation letter to the merchant for your further action.
- I have not received the merchandise or service for transaction billed above. The expected delivery or service date was _____. I enclosed herewith the relevant documents for your action.
- I have attempted to resolve with merchant.
- I have cancelled the hotel reservation on (date) _____ at (time) _____ and the cancellation code given to me by the hotel/ reservation agent was _____.
- I did not authorise or participate in the above transaction(s). I confirm that the transaction billed was not authorized by me and my card was in my possession and control at the time of the said transaction. I also did not authorize any third party to sign the transaction receipt/s on my behalf.
- I do not recognise the above transaction(s). I'm not sure if I made this transaction(s).
- I only authorised one transaction. The above charge(s) is/are duplicate transaction(s).
- I would like to request sales draft copy for my reference. I understand that a retrieval fee of RM15.00 will be levied to my account.
- Others (Please provide additional information)

CARDMEMBER SIGNATURE : _____ DATE : _____

CONTACT NO : _____

NOTE: Sales draft retrieval fee of RM15.00 each will be levied if transaction is found to be genuine