

IMPORTANT:

- Please submit this form via email with complete information and supporting document(s) using **your email address on record**, to the applicable address below:
 - **For Debit Card Disputes:** debitcard_dispute@chinabank.ph
 - **For Credit Card disputes:** document_creditcards@chinabank.ph
- Accomplish **one (1) Dispute Form per transaction** if the reasons for dispute are different in nature. Use a **separate Dispute Form** for additional disputed transactions.
- Required corresponding supporting documents** must be submitted within **ten (10) banking days from the date of complaint filing**, or any other period prescribed by the Bank; otherwise, the dispute will not be processed.
- The Cardholder whose card was used for the disputed transaction **must personally accomplish and sign** the Dispute Form.

Customer Name (First Name, Middle Name, Last Name, Suffix)

Card Number

Other Email Address (if any)

Contact Number(s)

TRANSACTION DETAILS

CCD-016

Merchant Name	Transaction Amount	Transaction Date

REASON(S) OF DISPUTE (Please check the appropriate reason of dispute.)

<input type="checkbox"/>	My China Bank Debit/Credit Card (my "Card") is always in my possession. I have not authorized anyone to use my Card. The transaction performed at the merchant indicated above was not made with my Card and I have not benefited directly or indirectly from the transaction. I shall keep my Card as proof that this is not a stolen/lost card in case I am required to present during the processing of my dispute.
<input type="checkbox"/>	Merchant promised to reverse the transaction but amount has not been credited to my account. <i>Support Document(s) Needed: Specific description of goods/services, Attempts to resolve with the merchant, Credit Memo/Credit Advice/Voided Sales Slip issued by Merchant, Merchant's Letter confirming reversal of the amount and Cardholder's Letter indicating date of cancellation</i>
<input type="checkbox"/>	I have been charged/billed more than once for a single authorized transaction. <i>Support Document(s) Needed: Cardholder's copy of Retail Transaction Sales Slip/Statement of Account</i>
<input type="checkbox"/>	I have been charged an incorrect amount. The amount agreed to is _____ but was billed as _____. <i>Support Document(s) Needed: Any written document or proof that stipulates the valid amount (e.g., Contract/Sales Draft/Itemized Billing, Copy of Statement of Account)</i>
<input type="checkbox"/>	I did not receive ordered goods/services relating to the above transaction(s) which were expected to arrive on _____. <i>Support Document(s) Needed: Specific description of goods/services, Attempts to resolve with the merchant, Contract/Merchant's Letter / Any written document showing the complete details of the ordered items with corresponding delivery date(s) / Cardholder's copy of Sales Draft and Statement of Account</i>
<input type="checkbox"/>	I returned the ordered goods on _____ but amount has not been credited to my account. <i>Support Document(s) Needed: Specific description of goods/services, Attempts to resolve with the merchant, Return Receipt/Sales Draft with Merchant's Acknowledgement</i>
<input type="checkbox"/>	My China Bank Debit/Credit Card(s) was/were reported lost/stolen via China Bank Customer Service Hotline +632-888-55-888 on _____ at about _____ and was confirmed blocked by _____ at the point of call. <i>Note: Transaction(s) made prior to the report of lost/stolen card and its blocking is not eligible for dispute. The Cardholder shall continue to be liable for all usages prior to CBC's receipt of advice of loss.</i>
<input type="checkbox"/>	Other relevant information: _____

CUSTOMER'S CONFORME

I hereby declare that all the information provided in this Form is true and correct and the document(s) attached, if any, is/are genuine and valid.

I understand and agree that processing and resolution of my dispute are subject to the **applicable Debit Card or Credit Card Policies and Terms & Conditions**, and **applicable Scheme Chargeback Rules** (i.e., Mastercard or Visa). Failure to submit any dispute-related information or document required upfront or subsequently within any prescribed period shall render my dispute invalid.

Dispute processing can take up to one hundred sixty (160) calendar days.

Should the dispute resolution be in my favor, the disputed transaction(s) shall be credited back to my account. Otherwise, accrued finance charges (if applicable, for credit card accounts), retrieval fees, card replacement fee and case filing fee, if applicable, will be posted to my account.

Cardholder's Signature Over Printed Name / Date