

IMPORTANT: Please submit this form via email with complete information and document(s) using your email address on record at this email address:
document_creditcards@chinabank.ph

Cardholder Name (Last Name, First Name, Middle Name)**Card Number****Other Email Address** (if any)**Contact Number(s)****TRANSACTION DETAILS**

Notes: 1. Please accomplish one (1) form for each disputed transaction if reason of dispute are different in nature.
2. Use a separate Dispute Form for additional transactions.

MERCHANT NAME	TRANSACTION AMOUNT	TRANSACTION DATE

REASONS OF DISPUTE

Please check appropriate reason of dispute:

Note: Corresponding supporting documents should be submitted together with this form.

☐ My China Bank Credit 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 credit 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.
Support Document(s) Needed: Photocopy of front portion of credit card

☐ Merchant promised to reverse the transaction but amount has not been credited to my account.
Support Document(s) Needed: 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 have been charged/billed more than once for a single authorized transaction.
Support Document(s) Needed: Cardholder's copy of Retail Transaction Sales Slip / Statement of Account

☐ I have been charged an incorrect amount. The amount agreed to is _____ but was billed as _____.
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 did not receive ordered goods/services relating to the above transaction(s) which were expected to arrive on _____.
Support Document(s) Needed: 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 returned the ordered goods on _____ but amount has not been credited to my account.
Support Document(s) Needed: Return Receipt / Sales Draft with Merchant's Acknowledgement

☐ My China Bank 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.
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.

☐ Others: _____

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 China Bank Credit Card Policies and Terms & Conditions, and Mastercard Charge Back Rules. Failure to submit any dispute related information or document required upfront or subsequently within any prescribed period shall deem my dispute invalid.

Upon confirmation that my dispute is in process, I may not pay the disputed transaction(s) but this will remain as outstanding balance in my account. 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 reversed. Otherwise, the disputed transaction(s), accrued finance charges, retrieval fees, card replacement fee and case filing fee, if applicable, will be posted to my account.

REMINDERS

- Required documents must be submitted within thirty (30) banking days from the date of transaction, or any other period prescribed by the Bank, otherwise, dispute will not be processed.
- The owner of the card where the transaction was made/posted must be the one to accomplish and sign the Dispute Form.

FEES

	Local	International
Sales Slip	PHP500.00/Charge Slip	USD20.00/Charge Slip
Case Filing Fee* (if applicable)	N/A	USD540.00

*Charged when the final resolution of the dispute is in favor of the Merchant (not Cardholder) per Mastercard's arbitration process through case filing.

Signature Over Printed Name / Date