

## TRANSACTION DISPUTE FORM

If you require any information to be updated by the Bank, please fill in and submit the Customer Information Update Form.

### ▶ CARDHOLDER DETAILS

Please (✓) tick where applicable

 Debit Card Transaction

 Credit Card Transaction

Cardholder Name


New NRIC / Passport no.

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Contact no.

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Card / Account No.

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E-mail Address

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### ▶ DETAILS OF DISPUTED TRANSACTION(S)

No.	Merchant Name	Transaction Date	Amount (RM)	Reference Number (ARN)*
1				
2				
3				
4				
5				

\*The Reference Number (ARN) can be found in your itemised statement.

Please tick (✓) the best description(s) for your disputed transaction(s).

- I certify that the above charge was neither made nor authorized by me or my  supplementary cardholder  joint account holder
  - I have been  double charged  triple charged.
  - I participated in only ONE transaction at the above merchant location but did not engage nor authorize the above transaction and my card and pin was in my possession and control at the time of the questioned transaction.
  - The enclosed credit voucher has not been applied to my account.
  - I have paid for this transaction by other means and enclose my proof of payment.
  - My card was lost/stolen during the unauthorized transaction on  and .
- Note: Please provide the police report for Bank's reference.
- Others, please specify

### ▶ REQUEST FOR SALES DRAFT

- I would like to request a copy of the sales draft of the above transaction(s). I understand that there are additional charges levied to my account. [RM14.15 for Credit Card and RM15 for Debit Card]

I have enclosed the following documents

- Copy of statement showing disputed transaction(s)  Proof of payment (if applicable)  Copy of police report (if applicable)

### ▶ SENDING YOUR COMPLETED DISPUTE FORM

There are several options for you to send in your completed form and supporting documents:

Mail-In	Email	Fax	Branch
CIMB BANK BERHAD / CIMB ISLAMIC BANK BERHAD Customer Resolution Unit (CRU) P.O. Box 10338 Level 2, GPO Kuala Lumpur 50710 Wilayah Persekutuan	cru@cimb.com	+603 2381 7198	Please refer to our CIMB Bank website to find the nearest branch.

**Important Note:**

- Please complete, sign and return this completed form to the Bank within 14 days from receipt of statement.
- Please enclose statements and any documents relating to the disputed charge(s). Investigation of disputes can take up to 12 weeks.
- A sales draft retrieval fee (RM14.15 for Credit Card and RM15 for Debit Card) will be charged to your account above if the disputed transaction(s) are found to be genuine. (Excludes Islamic Credit Cards)
- If you would like to check on the status of your dispute, please call the number at the back of your card.

Cardholder Signature

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Date

D	D	/	M	M	/	Y	Y	Y	Y
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