

Fax Back to
Contact us at

892-02-62 / 812-62-47
02 818-9-818 (Metro Manila) / 10-818-9-818 (Domestic Toll-Free Number)

CARDHOLDER NAME
CARDNUMBER

Merchant Name	Tran Amount	Tran Date	Post Date	Reference Number

I received my billing statement on _____ (mmddy) for the month of _____ (mmyy) and do not agree with the transaction/s stated above due to the following reason/s: (copies of documentation/s attached)

Please check appropriate reason of dispute:

- I am not sure of the transaction and am requesting for a copy of the sales draft.**
 I have been charged twice / thrice

Support Documents Needed:

- 1.Cardholder's copy of Saleslip For Retail Transaction
- 2.Cardholder's copy of ATM Receipt for Cash Advance and ATM Transaction

- I have been charged an incorrect amount. The amount agreed is amounting to _____ and billed as _____.**

Support Documents Needed:

- 1.Any written document or Proof that stipulate valid amount.
Ex. Contract/Sales Draft/ Itemized Billing
- 2.Copy of Statement of Account

- My card/s were reported Lost/Stolen on _____ (mmddy) at about _____ pm/am. Call was received by _____ (authorizer name).**

Support Documents Needed:

- 1.Affidavit of Lost
- 2.Photocopy of Passport/.Any Government Issued I.D.

- My Allied Bank MasterCard 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 be sending over said physical card for proper investigation on _____ (mmddy).**

Support Documents Needed:

- 1.Photocopy of Front and Back part of Ch's credit card
- 2.Statement of Account
- 3.Photocopy of Passport
- 4.Photocopy of two valid I.Ds
- 5.Physical Card for processing of Card Replacement

- Merchant promised to reverse the transaction but has not been credited to my account.**

Support Documents Needed:

- 1.Credit Memo / Credit Advise / Voided Saleslip issued by merchant
- 2.Merchant's letter confirming reversal of the amount.
- 3.Cardholder's letter indicating date of cancellation

- I ordered goods/services relating to the above transaction/s which I have not received.**

Support Documents Needed:

- 1.Contract/Merchant's Letter/ Any written document shows delivery date of ordered items / Cardholder's Progressive Letter
- 2.Cardholder's Copy of Sales Draft
- 3.Statement of Account

- I returned the ordered goods on _____ MMDDYY due to _____ . But has not been credited to my account.**

Support Documents Needed:

- 1.Return Receipt
- 2.Cardholder's progressive letter / Sales Draft with merchant's acknowledgement

- Others: _____**

In connection with my above claim, I fully understand that any amount credited to my account is provisional pending final outcome of investigations. Further, should the transaction prove to be true and genuine, I understand that the disputed amount shall be reflected on my next billing statement with corersponding finance charges and retrieval request fees where applicable.

Signature: _____

Date: _____

Contact Number: _____

<u>Retrieval fees</u>	Local	International
Sales Slip:	P400.00	US\$ 15.00
Statements:	P 50.00	P 50.00

Note: Fees subject to change without prior notice.