

DISPUTE DECLARATION FORM

To The Officer in Charge
 Credit Cards & Personal Financing
 50 Raffles Place #21-03
 Singapore Land Tower
 Singapore 048623

Customer hotline number: +65 6333 6666

Cardholder Name : _____

Credit Card Number

No	Merchant Name	Transaction Date	Amount (SGD)
1			
2			
3			
4			
5			

Please tick one category that best describe your reason for disputing the transaction(s).

- I did not authorize or participate in the above transaction(s) and the card was in my possession at time of the said transaction(s).
- I did authorize and participate in the transaction for SGD_____ at _____(merchant) but did not participate in the other transactions(s) and my card was in my possession at time of the other transactions(s).
- I had only authorized one transaction. The above transactions(s) is/are duplicate(s)
- I have notified the merchant to cancel the recurring membership/subscription on _____(date). Enclosed is the merchant acknowledgement on the cancellation.
- The same transaction(s) was/were paid by other means. Enclosed is my proof of payment.
- I have cancelled the hotel reservation. Enclosed is the hotel's cancellation confirmation
- I have not received the merchandise and the expected date of delivery was _____. Enclosed is the confirmation stating the expected date of delivery.
- I would like to request a copy of the sales draft for own reference and understand a retrieval fee of SGD\$5.00 is applicable.
- My Credit Card was lost/stolen on _____(date) and at _____(time). Enclosed is the police report for reference.
- Others (Please provide additional information)

I hereby confirm that the above informations are true and accurate. I acknowledge and agree that I am bound by the terms and conditions of CIMB Bank's Cardmember's agreement. I agree to bear the retrieval fee of S\$5.00 each if transactions are found to be genuine.

Signature of cardholder : _____ Contact Number : _____
 Name & IC/Passport No. : _____ Date : _____

Note: Please return the completed form to us within 14days from the statement date of the disputed transaction.