

Please complete this **Transaction Dispute Form (TDF)** and return it to any OCBC branches OR email to callcentre@ocbc.com within four calendar days together with a copy of the Police Report in order for us to proceed with the investigation. Please ensure that all three sections of the TDF are completed.

All information is required unless otherwise specified.

1 Your Details

▶ Your Full Name ▶ NRIC No/Passport No

▶ Your Contact Number (Mobile /Office/Home) ▶ OCBC / Other Bank Account Number & Name (where applicable)

▶ ATM/Debit Card No.

2 Type of Dispute (Tick where applicable)

▶ **ATM/Debit Card Cash Withdrawal via ATM**

Account debited but cash not dispensed/dispensed wrongly

Unauthorised overseas withdrawal (Please provide police report & copy of validated passport by OCBC branch)

Unauthorised local withdrawal

▶ **Instant Transfer via ATM / Internet Banking**

Account debited but funds not transferred to Beneficiary account Fund recovery only and no dispute/complaint against Bank

Unauthorised fund transfer Transaction performed by customer

▶ **Retail Purchase via POS Terminal Card Not Present/Online Transactions**

Refund promised by retailer, but account not credited (please provide proof in writing from retailer)

Transaction cancelled by retailer (e.g. return of goods) but account not credited

Recurring debit instruction cancelled but account still being debited

Goods/services not received but account debited Duplicate charges

Unauthorised purchase Purchase not completed but account debited

▶ **Others:**

Direct Debit Transactions Financial Process Exchange (FPX)

Cash deposited via Cash Deposit Machine, but account not credited

Please specify: _____

(Please include information revealed by customer)

3 Details of Transaction in Dispute (Please use Appendix 1 for multiple accounts/transactions)

Date / / Amount (MYR) ATM Bank e.g. OCBC, MBB etc / Retailer e.g. Giant etc

▶ **Transaction Type (Tick where applicable)**

Withdraw/Transfer/Charged from : Current Savings Others (please specify)

To : Current Savings Financing Others (please specify)

▶ **Instant Transfer Dispute only**

Beneficiary Bank Beneficiary Bank Account Number

▶ **Other Information (if any)**

WARNING

▪All claims will be investigated and if found to be false, will be rejected. If payment had been made on the false claim, it must be refunded to the Bank and the Bank reserve the right to debit the account.

▪All expenses incurred in the investigation and in recovering the payment will be borne by the maker of the false claim. Police report will be lodged against all false claims.

NOTE

▪Sales draft retrieval fee of RM8.00 will be levied if transaction is found genuine.

Customers' signature

Date / /

For bank's use

▶ **Date Received** DD/MM/YY ▶ **Time Received** ▶ **Message Received by Branch / Contact Centre**

Received by (Branch / Contact Centre)

▶ **Investigation Checklist by Branch / Electronic Banking Operations / Card Operations**

| | |
|--------------------------------------|---|
| Account Inquiry <input type="text"/> | Journal Roll <input type="text"/> |
| Cash Balancing <input type="text"/> | CCTV Tape <input type="text"/> |
| Observations <input type="text"/> | Conclusion / Proposed Action <input type="text"/> |

▶ For Retail Purchase Transaction Dispute

- Transaction via MyDebit
- Transaction via MasterCard

▶ For Unauthorised Purchase, Overseas Unauthorised Withdrawal Dispute & MEPS Instant Transfer Unauthorised Transaction Dispute

- Police Report enclosed Yes No
- Photocopy of Passport (sighted all pages) Yes No

Investigated by

Name/Signature/Date

Appendix 1

| No | Date | Amount | Transfer from (Account Number) | Bank | Transfer to (Account Number) | Other information (if any) |
|----|------|--------|--------------------------------|------|------------------------------|----------------------------|
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