

To: Contact Centre, OCBC Bank (Malaysia) Berhad  
 Email: [callcentre@ocbc.com](mailto:callcentre@ocbc.com) Tel: 03-8317 5000

All information is required unless otherwise specified

## 1 Your details

Name on Card: \_\_\_\_\_  
 Card Number: \_\_\_\_\_

## 2 Your dispute transaction(s) details

No	Transaction Date	Merchant Name	Amount (RM)

## 3 Reason of dispute

<input type="checkbox"/> I did participate in the transaction for RM_____ at _____ but I did not participate in the other transaction(s) and my card was with me at all times. <input type="checkbox"/> I did not authorize the above transaction(s) and my card was in my possession at the time of the said transaction. I also did not authorize a third party to perform the transaction(s) on my behalf. <input type="checkbox"/> My card was lost/stolen since __/__/__. I did not authorize the above transaction(s). I also did not authorize a third party to perform the transaction(s) on my behalf. I enclose the police report for your action.	Fraud dispute
<input type="checkbox"/> The transaction(s) was/were paid by cash/cheque/another card. Enclosed is proof of my payment. <input type="checkbox"/> I have informed the merchant to cancel my auto-debit instruction but my account is still being charged. Enclosed is a copy of my cancellation letter to the merchant for your further action. <input type="checkbox"/> I have not received the merchandise or service for transaction billed above. The expected delivery or service date was _____. I have attempted to resolve with the merchant. I enclose the relevant documents for your action. <input type="checkbox"/> I have cancelled the hotel reservation on (date) _____ at (time) _____ and the cancellation code given to me by the hotel/ reservation agent was _____. <input type="checkbox"/> I do not remember making this transaction(s). <input type="checkbox"/> I only authorized one transaction. The above charge(s) is/are duplicate transaction(s). <input type="checkbox"/> The merchandise or goods received were broken or defective or not as described. I have returned it on __/__/__. I have attempted to resolve with the merchant. I attach the proof of return or shipping note. <input type="checkbox"/> I would like to request sales draft copy for my reference. I understand that a retrieval fee will be levied to my account.	Service dispute
<input type="checkbox"/> Others (Please provide additional information): _____ _____ _____	

If the disputed transaction are found to be genuine, sales draft retrieval fee as below will be charged.

Card Type	Retrieval Fee
All cards except OCBC 365 MasterCard & OCBC Premier Voyage MasterCard	RM10.00
OCBC 365 MasterCard & OCBC Premier Voyage MasterCard	RM8.00

Cardmember's Signature

Date ▶ DD/MM/YY  /  /

Contact No: \_\_\_\_\_

### For Bank's Use

Attended by \_\_\_\_\_

Branch Staff Name Chop

### For Branch's Use

Fraud Dispute – Escalate to: Call Centre

Service Dispute – Escalate to: Chargeback MY-Dispute DDF

Date: \_\_\_\_\_