

Dispute Declaration Form

To: The Officer In Charge
Credit Cards & Personal Financing (ECO)
30 Raffles Place, #04-01, Singapore 048622

Customer Hotline Number: +65 6333 6666

Cardholder Name:

Credit Card No.:

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 authorise or participate in the above transaction(s) and the card was in my possession at time of the said transaction(s).
- I did authorise and participate in the transaction for SGD _____ at _____ (merchant) but did not participate in the other transaction(s) and my card was in my possession at time of the other transaction(s).
- I had only authorised one transaction. The above transaction(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 S\$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 information is 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 transaction(s) is/are found to be genuine.

Signature of Cardholder

Name as per NRIC/Passport: _____

NRIC/Passport No.: _____

Contact No.: _____

Date (DD/MM/YYYY): _____

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