

DISPUTE FORM

Cardholder Name (Full name as per NRIC/passport)	
Card Number (Last 4 digits only)	*****XXXX
Phone	
E-mail	

I hereby dispute the following transaction(s):-

Transaction Date	Transaction Description	Amount

I have not received the merchandise/service for the transaction billed above.

1. What was not received? (Product/Service)
2. Provide detailed description of the purchased with explanation of the dispute:

3. What was the last expected delivery date & time? _____
4. Did the cardholder cancel prior to the expected delivery date? (Yes / No)
 - If **Yes**, when was the cancellation date: _____ and what was the cancellation reason: _____
5. Did the cardholder attempt to resolve the dispute with the merchant? (Yes / No)
 - If **Yes**, when the cardholder contacted the merchant: _____ and what was the merchant's response: _____
 - If **No**, please liaise with the merchant before we could attempt to resolve the dispute with the merchant.

*Enclose:

- Proof of purchase (i.e. confirmation email/invoice) with date of delivery (e.g. confirmation email/ sales invoice); and
- Proof of communication with the merchant on the disputed transaction.

Declaration :-

I understand that the dispute form must be submitted to BigPay Malaysia Sdn Bhd within forty (40) days from the date of the transaction(s), failing which, I will be liable for the mentioned transaction(s).

I declare that the above given information is true and correct to my knowledge. I understand that I can be held liable for all charges incurred if the dispute raised by me is found invalid. I further agree to indemnify BigPay Malaysia Sdn Bhd against all other costs, expense & charges that may incur in the verification processes of the disputed transactions.

I agree that I shall be liable for all transaction(s) abovementioned, in the event verifications made by BigPay Malaysia Sdn Bhd reveal that the abovementioned transaction(s) was (were) accurate, genuine and properly authorized by me.

Signature		Name		Date	
ADDITIONAL NOTE:	Please be advised that Visa/MasterCard requires that attempts must first be made to resolve your dispute with the merchant before notifying us. In the event if the above transactions are identified as fraudulent, we may be required to block your Card.				